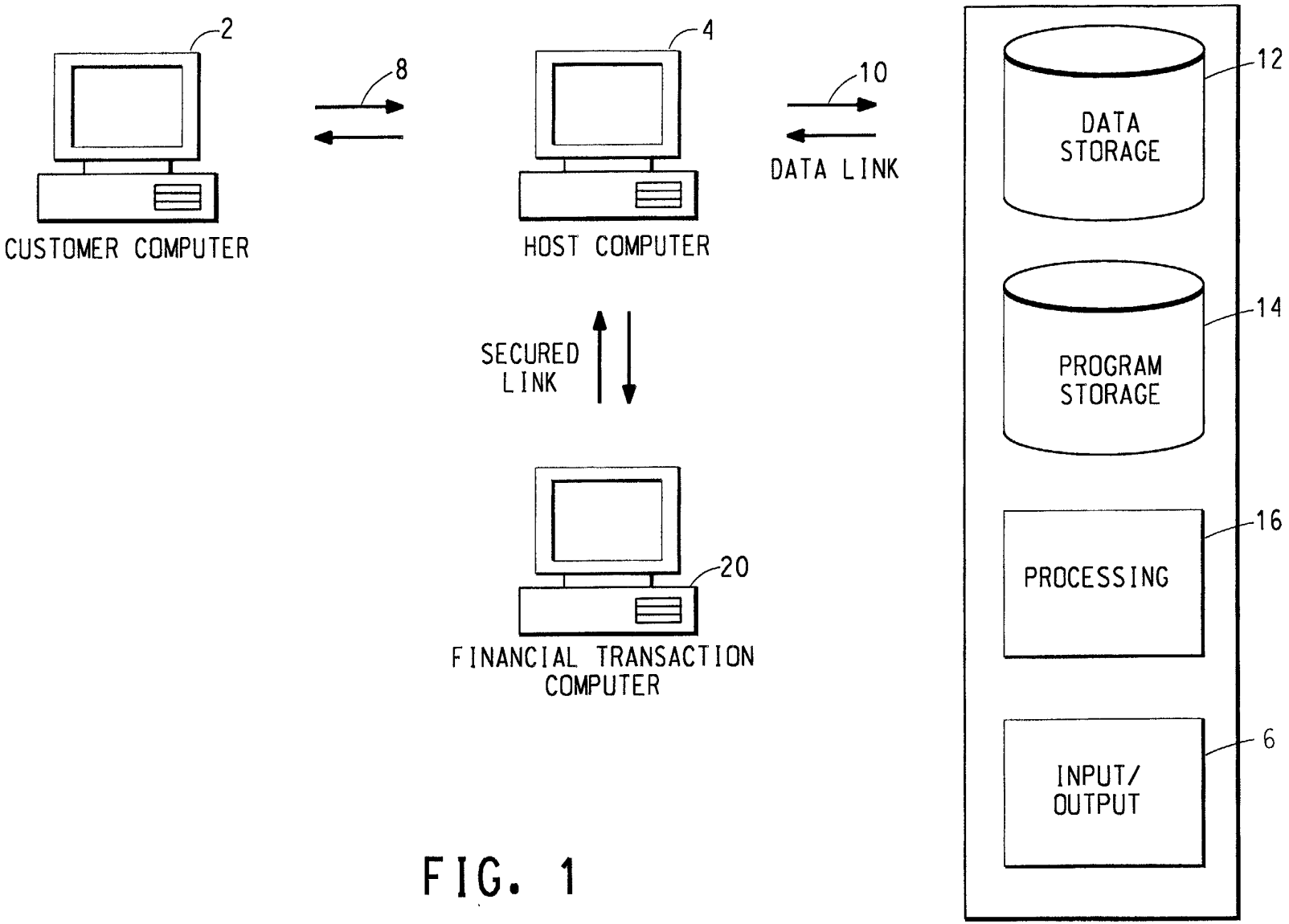


FIG. 1

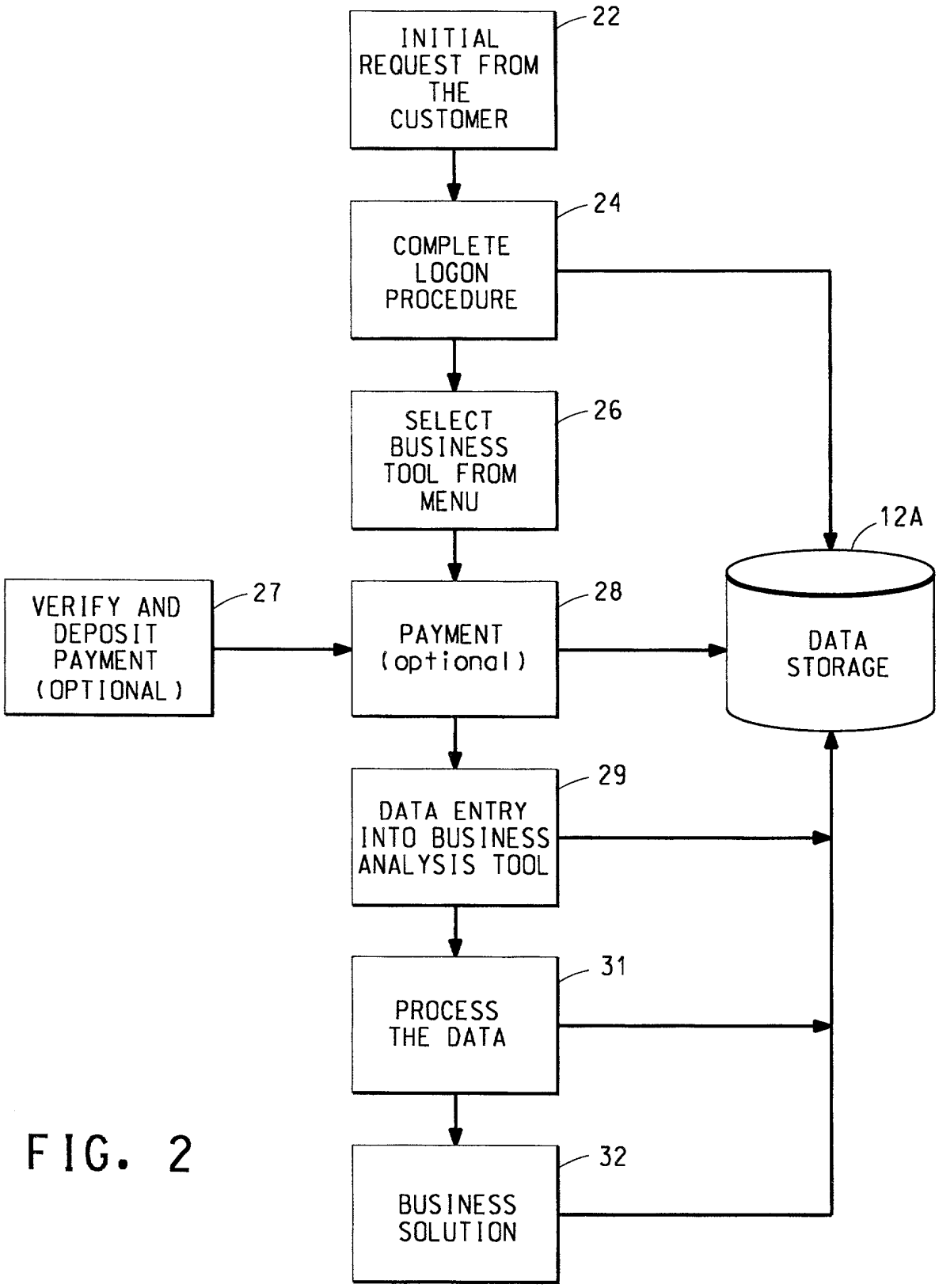

INITIAL REQUEST FROM THE CUSTOMER
22
COMPLETE LOGON PROCEDURE
24
SELECT BUSINESS TOOL FROM MENU
26
12A
VERIFY AND DEPOSIT PAYMENT (OPTIONAL)
27
PAYMENT (optional)
28
DATA STORAGE
DATA ENTRY INTO BUSINESS ANALYSIS TOOL
29
PROCESS THE DATA
31
BUSINESS SOLUTION
32

FIG. 2

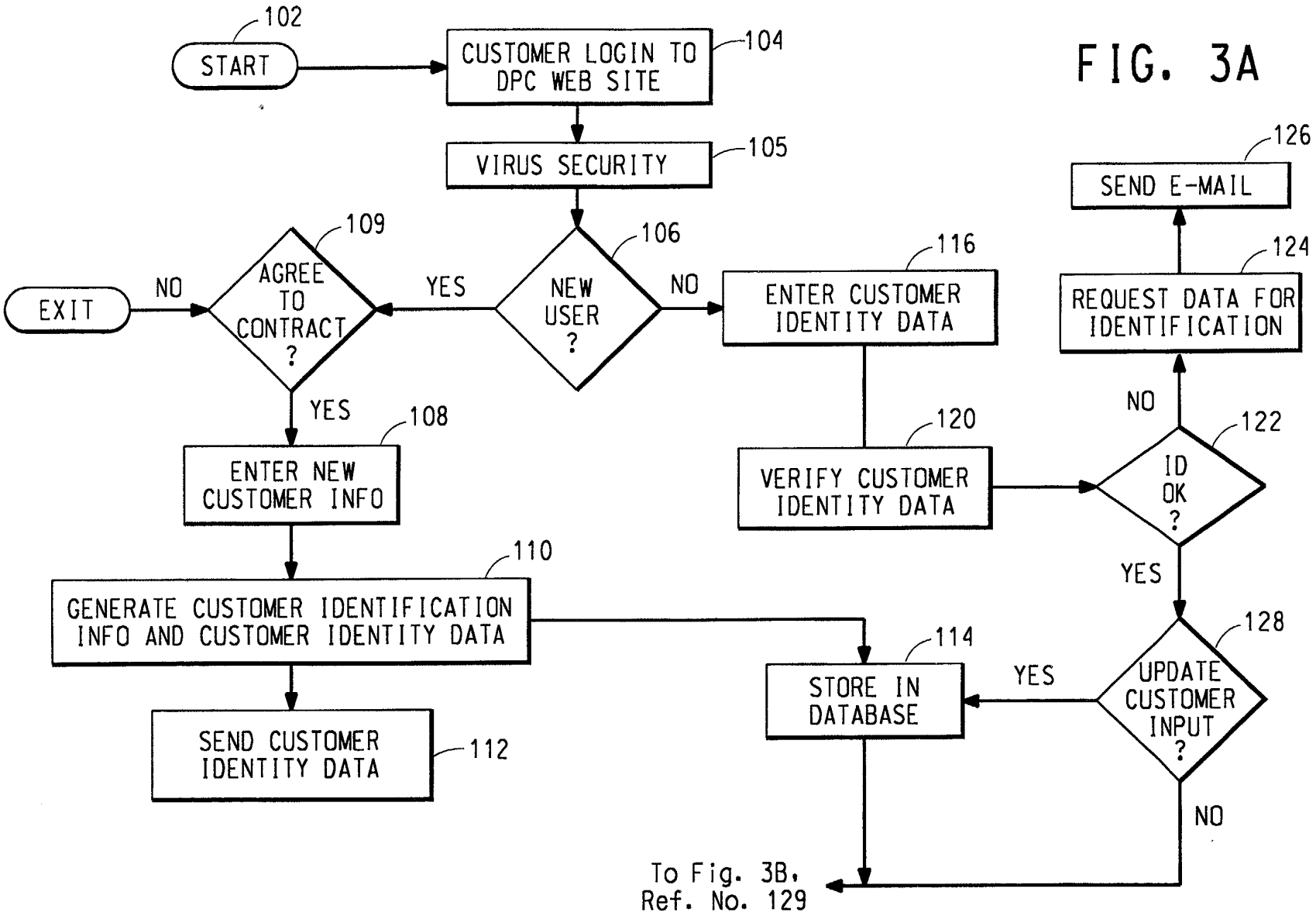


FIG. 3A

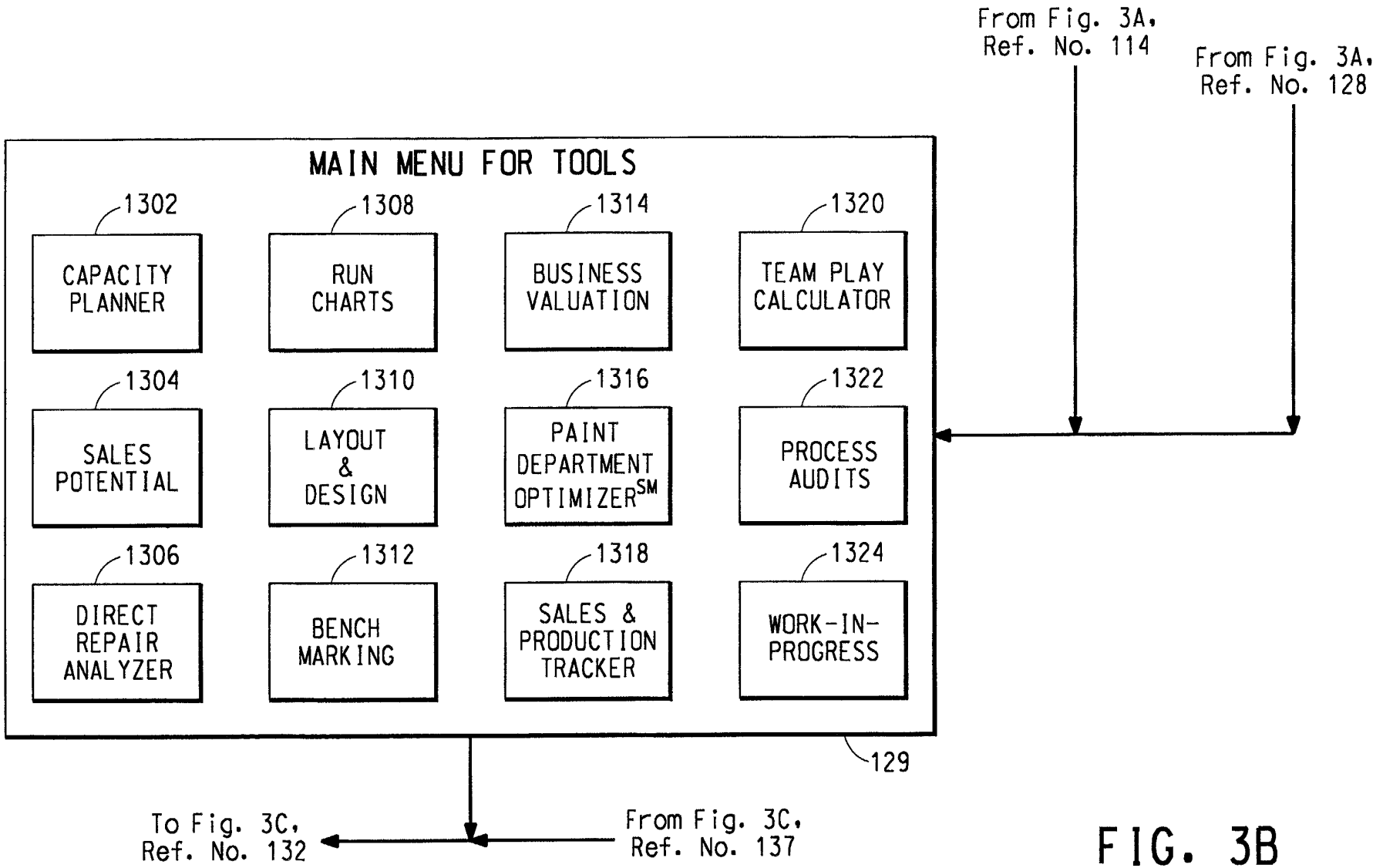


FIG. 3B

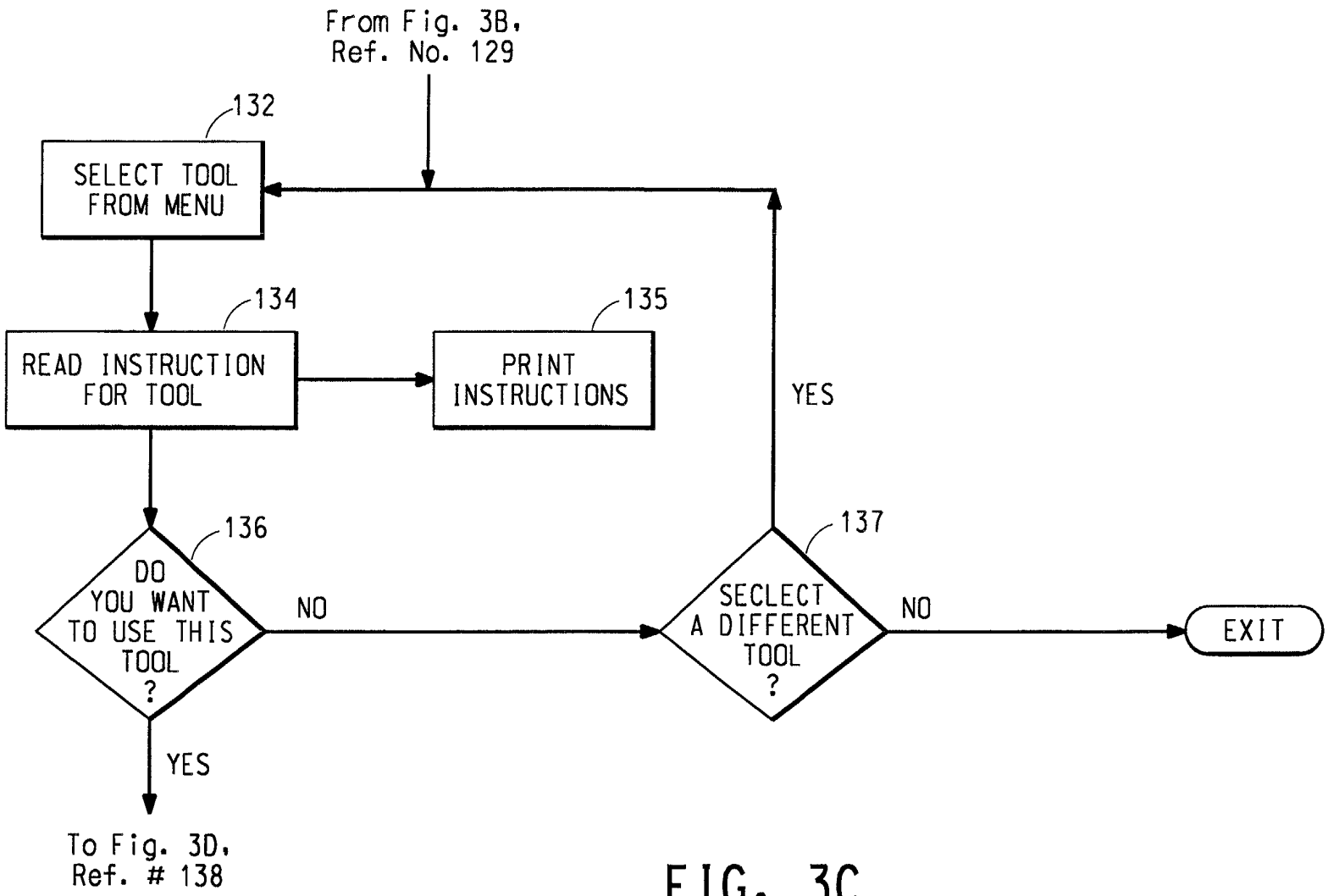
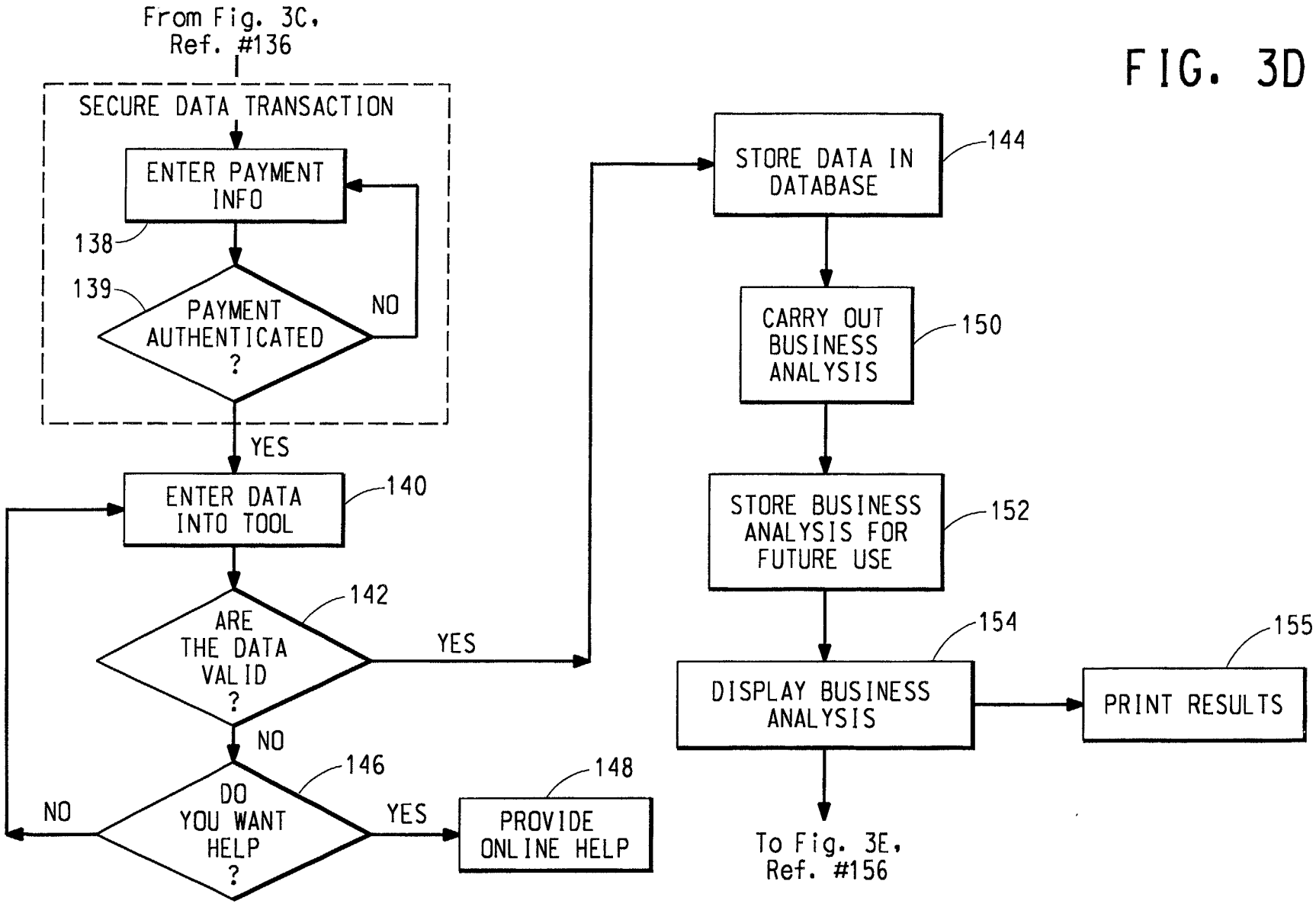


FIG. 3C

FIG. 3D


From Fig. 3C, Ref. #136
SECURE DATA TRANSACTION
ENTER PAYMENT INFO
138
139
PAYMENT AUTHENTICATED ?
NO
YES
ENTER DATA INTO TOOL
140
ARE THE DATA VALID ?
142
YES
NO
DO YOU WANT HELP ?
146
NO
YES
PROVIDE ONLINE HELP
148
STORE DATA IN DATABASE
144
CARRY OUT BUSINESS ANALYSIS
150
STORE BUSINESS ANALYSIS FOR FUTURE USE
152
DISPLAY BUSINESS ANALYSIS
154
PRINT RESULTS
155
To Fig. 3E, Ref. #156

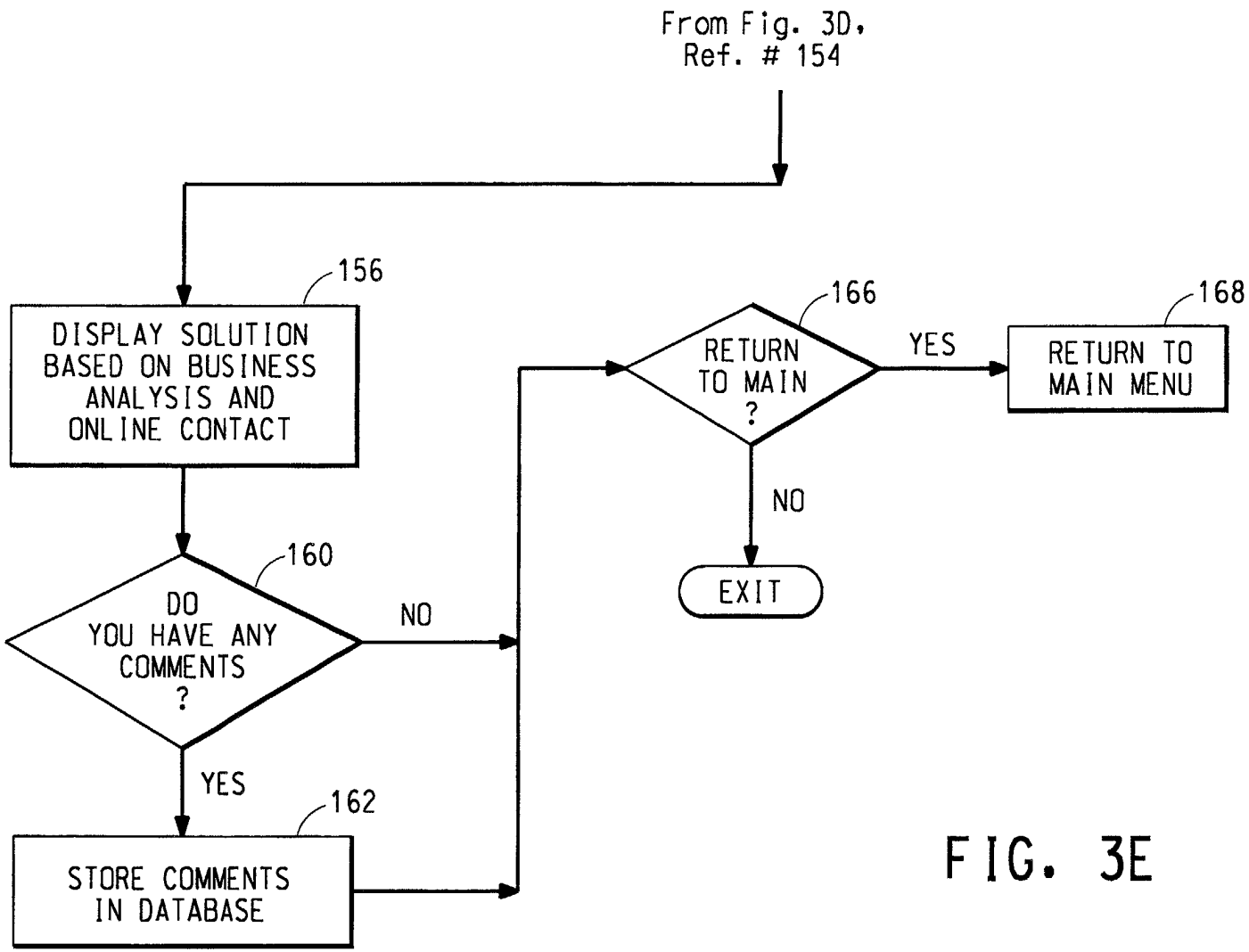


FIG. 3E

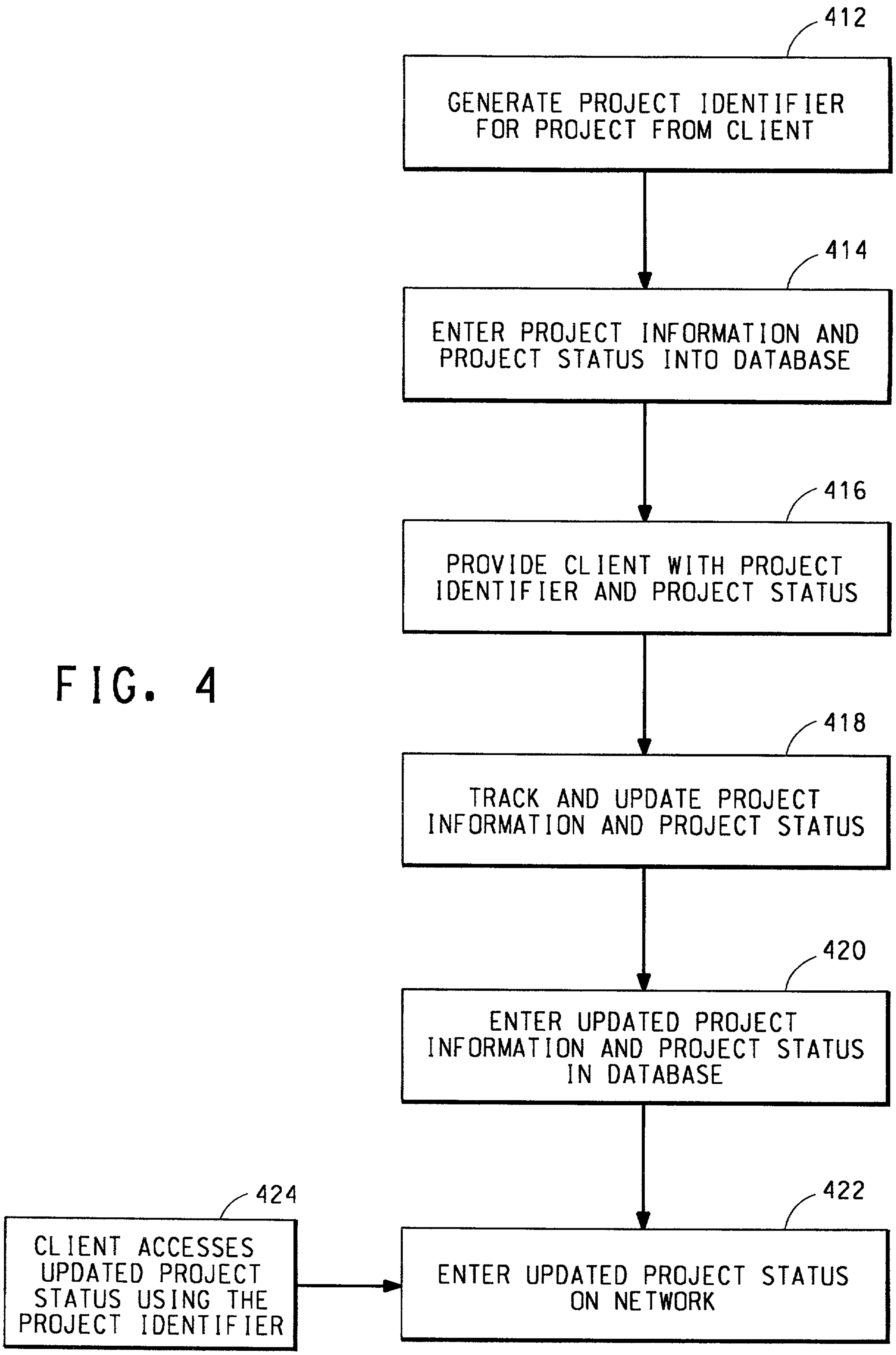

412
GENERATE PROJECT IDENTIFIER FOR PROJECT FROM CLIENT
414
ENTER PROJECT INFORMATION AND PROJECT STATUS INTO DATABASE
416
PROVIDE CLIENT WITH PROJECT IDENTIFIER AND PROJECT STATUS
418
TRACK AND UPDATE PROJECT INFORMATION AND PROJECT STATUS
420
ENTER UPDATED PROJECT INFORMATION AND PROJECT STATUS IN DATABASE
422
ENTER UPDATED PROJECT STATUS ON NETWORK
424
CLIENT ACCESSES UPDATED PROJECT STATUS USING THE PROJECT IDENTIFIER

FIG. 4

DPC Solutions Business Web℠

New Customer Current Customer

Customer Status Check

DPC Solutions Business Web℠ is pleased to offer you the following 12 tools designed to help you analyze and improve your business:

1. Capacity Planning
2. Sales Potential
3. Direct Repair Program Analyzer (DPM)
4. Run Charts
5. Layout & Design
6. Benchmarking
7. Business Valuation
8. Paint Department Optimizer℠
9. Sales & Production Tracker
10. Team Pay Calculator
11. Process Audits
12. Work-in-Process

You can also click on the DuPont Solutions button and contract for services to help you improve your performance.

FIG. 5A

New Customer Information

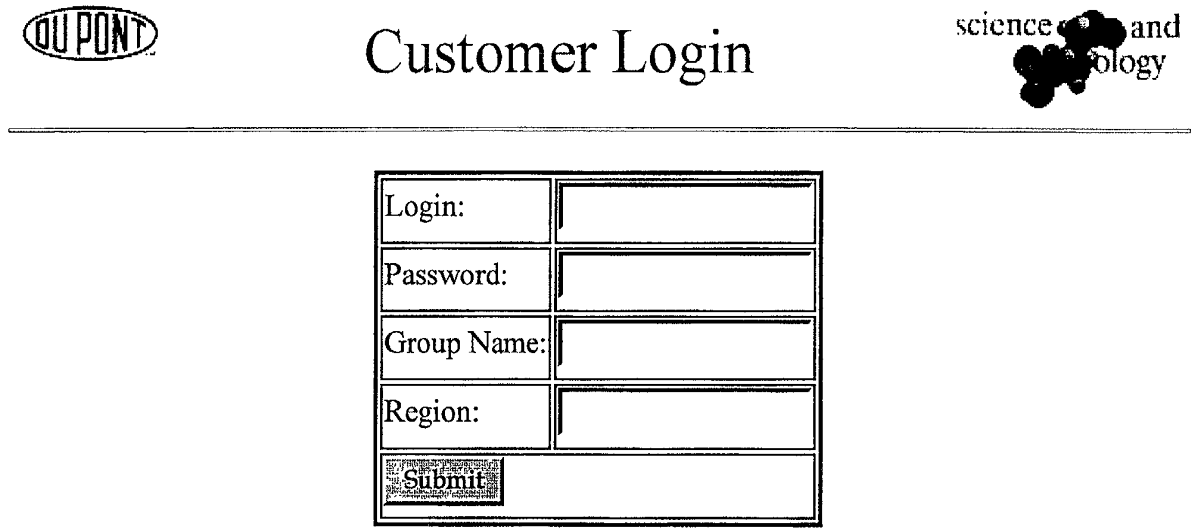
Account Name:	
Password:	
Password (Re-Enter):	
Group Name:	
Region:	
Submit	

FIG. 5B

New Customer Information

Official Shop Name:	
City:	
State:	
Zip Code:	
Shop Contact:	
Phone:	
Submit	

FIG. 5C



Customer Login
science and
ology
Login:
Password:
Group Name:
Region:
Submit

FIG. 5D

Information Update

Login:	blake
Visa Card:	123456
Official Shop Name:	Morells Body and Pai
Street Address:	67 manor ave
City:	oaklyn
State:	nj
Zip Code:	08107
Study Date:	04/30/79
Shop Contact:	bill
Phone:	6241
Submit	

FIG. 5E

Customer Menu

Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Capacity Planner Application

FIG. 6A

Current Capacity Analysis Information

RO Data	
Body Labor Hours per RO	**7.9**
Percent RO's Body Labor	**96.3 %**
Structural Labor Hours per RO	**3.3**
Structural Labor Hours using Floor System per RO	**1.0**
Percent RO's Structural	**10.2 %**
Refinish Labor Hours per RO	**8.9**
Percent RO's Refinish	**88.9 %**
Mechanical Labor Hours per RO	**2.0**
Percent RO's Mechanical	**19.4 %**
Parts Sales $ per RO	**$600**
Percent RO's Parts	**64.8 %**
Detail Labor Hours per RO	**1.0**
Percent RO's Detail	**50.0 %**
Sublet Sales $ per RO	**$100**
Percent RO's Sublet	**21.3 %**
Labor Rates per Hour	
Body Labor Rate	**$48.00**
Structural Labor Rate	**$60.00**
Refinish Labor Rate	**$32.00**
Mechanical Labor Rate	**$65.00**
Paint Materials Rate	**$20.00**

FIG. 6BA

Detail Labor Rate	**$15.00**
Average Repair Order $ per RO	**$1,246**
Manpower Efficiency	
Body Man Labor Efficiency	**160.0 %**
Painter Labor Efficiency	**160.0 %**
Mechanical Labor Efficiency	**100.0 %**
Detailer Labor Efficiency	**100.0 %**
Estimator Sales per Year	**$3,600,000**
Annual Sales per Staff	**$480,000**
Scheduled Labor Hours per Year	
Body Men & Helpers Scheduled Labor Hours per Year	**2,250**
Painters & Helpers Scheduled Labor Hours per Year	**2,250**
Mechanics Scheduled Labor Hours per Year	**2,250**
Detailers Scheduled Labor Hours per Year	**2,250**
Scheduled Operating Hours per Year	
Body Stalls Operating Hours per Year	**2,250**
Spray Booth Operating Hours per Year	**2,250**
Mechanical Operating Hours per Year	**2,250**
Office Operation Hours per Year	**2,250**
Booth Operations	
Spray Booths Cycle Time Hours	**1.5**
Spray Booth Redos per Period	**0.0**
Shop FT2	**10,000**

FIG. 6BB

Description	Current Components
Body Stalls	12
Body Men & Helpers	7
Frame Machines	1
Prep Stalls	5
Spray Booths	2
Cool Down	2
Painter & Helpers	4
Mechanical Stalls	2
Mechanics	1
Detail Stalls	1
Detailers	1
Estimators	3
Staff Including Estimators	5

Modify Current Information   Perform Capacity Analysis

Main Menu | Online Help

FIG. 6BC

Capacity Analysis

Description	Current Components	Cars per Year	Sales $ per Year	Add or Subtract	Future Components	Cars per Year	Sales $ per Year
Body Stalls	12	5,603	$6,980,264	0	12	5,603	$6,980,264
Body Men & Helpers	7	3,132	$3,901,485	0	7	3,132	$3,901,485
Frame Machines	1	10,695	$13,323,367	0	1	10,695	$13,323,367
Prep Stalls	5	2,807	$3,497,018	0	5	2,807	$3,497,018
Spray Booths	2	3,000	$3,737,204	0	2	3,000	$3,737,204
Cool Down	2	3,000	$3,737,204	0	2	3,000	$3,737,204
Painter & Helper	4	1,820	$2,267,234	0	4	1,820	$2,267,234
Mechanical Stalls	2	11,598	$14,447,955	0	2	11,598	$14,447,955
Mechanical	1	5,799	$7,223,978	0	1	5,799	$7,223,978

FIG. 6CA

Detail Stalls	**1**	**4,500**	**$5,605,807**	0	**1**	**4,500**	**$5,605,807**
Detailers	**1**	**4,500**	**$5,605,807**	0	**1**	**4,500**	**$5,605,807**
Estimators	**3**	**2,890**	**$3,600,000**	0	**3**	**1,927**	**$2,400,000**
Staff Including Estimators	**5**	**1,927**	**$2,400,000**	0	**5**	**1,927**	**$2,400,000**

Calculate Reset View All Data

The DuPont Solution

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FIG. 6CB

DUPONT

Shop Data

science and technology

RO Data	Value	Min	Max
Body Labor Hours per RO		0.0	50.0
Percent RO's Body Labor		0.0%	100.0%
Structural Labor Hours per RO		0.0	50.0
Structural Labor Hours using Floor System per RO		0.0	50.0
Percent RO's Structural		0.0%	100.0%
Refinish Labor Hours per RO		0.0	50.0
Percent RO's Refinish		0.0%	100.0%
Mechanical Labor Hours per RO		0.0	50.0
Percent RO's Mechanical		0.0%	100.0%
Parts Sales per RO		$0	$10,000
Percent RO's Parts		0.0%	100.0%

FIG. 6DA

Detail Labor Hours per RO		**0.0**	**5.0**
Percent RO's Detail		**0.0%**	**100.0%**
Sublet Sales per RO		**$0**	**$1,000**
Percent RO's Sublet		**0.0%**	**100.0%**
Labor $ Rates per Hour	**Value**	**Min**	**Max**
Body Labor Rate		**$20.00**	**$50.00**
Structural Labor Rate		**$20.00**	**$100.00**
Refinish Labor Rate		**$20.00**	**$50.00**
Mechanical Labor Rate		**$20.00**	**$100.00**
Paint Materials Rate		**$10.00**	**$50.00**
Detail Labor Rate		**$0.00**	**$25.00**

Average Repair Order $ per RO

Calculate Average Repair Order $ per RO

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FIG. 6DB

DUPONT

Shop Layout

science and technology

	Value	Min	Max
Manpower Efficiency			
Body Man Labor Efficiency	50	100%	300%
Painter Labor Efficiency	150	100%	300%
Mechanical Labor Efficiency	150	50%	300%
Detailer Labor Efficiency	200	50%	300%
Estimator Sales Dollars per Year	750000	$400,000	$1,500,000
Annual Sales Dollars per Staff	350000	$200,000	$1,000,000
Scheduled Labor Hours			
Body Men & Helpers Scheduled Labor Hours per Year	2000	1,500	2,500
Painters & Helpers Scheduled Labor Hours per Year	1800	1,500	2,500
Mechanics Scheduled Labor Hours per Year	1800	1,500	2,500
Detailers Scheduled Labor Hours per Year	1800	1,500	2,500
Scheduled Operating Hours			
Body Stalls Operating Hours per Year	1850	1,500	2,500

FIG. 6EA

Spray Booth Operating Hours per Year	1850	**1,500**	**2,500**
Mechanical Operating Hours per Year	2000	**1,500**	**2,500**
Office Operation Hours per Year	2500	**1,500**	**2,500**
Booth Operations			
Spray Booths Cycle Time Hours	4	**0.25**	**5**
Spray Booth Redos per Period	5000	**0**	**10,000**
Shop FT2	50000	**0**	**100,000**

Next->

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FIG. 6EB

Shop Layout

Components	
Body Stalls	0
Body Men & Helpers	0
Frame Machines	0
Prep Stalls	0
Spray Booths	0
Cool Down	0
Painter & Helpers	0
Mechanical Stalls	0
Mechanics	0
Detail Stalls	0
Detailers	0
Estimators	0
Staff Including Estimators	0

Next-->

FIG. 6EC

Customer Menu

Capacity Planner | Sales Potential | DRP Analyzer | Run Charts | Layout Design and Planner | Benchmarking

Business Valuation | Process Audit | Paint Department Optimizer | Sales and Production Tracker | Team Pay Calculator | Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Sales Potential Application

FIG. 7A

Sales Potential

Sales Potential based on Labor Utilization

Description	Current	Target
Bodymen & Helpers	5	5
Painters & Helpers	3	3
Number of Technicians,Body & Paint	8	8
Clock Hr per week per tech	40	40
Work weeks per Year	50	50
Average Technician Proficiency body & paint	150	165
Total Flag Hours Produced	24,000	26,400
Discounted Insurance Labor Rate	$4.17 /hr	$4.17 /hr

FIG. 7BA

Annual Labor Sales $ body & paint	100000	$110,000
Potential for Increased Labor Sales		$10,000
Current Facilities Labor Utilization %	90.9 %	100 %
Labor as % of Total Sales	55	55.0 %
Potential Increase in Total Sales $		$18,182

Calculate | The DuPont Solution

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FIG. 7BB

DUPONT

Customer Menu

science and ology

Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To DRP Analyzer Application

FIG. 8A

Insurance Company Rating System

	Company Name					
	USAA	Met. Group	Prudential	Hartford	CA State AA	Liberty Mut.
Volume Of Business	10	20	30	30	30	50
Profitability by RO	100	25	25	25	25	75
Discounting Required	80	20	60	60	60	60
Adjuster Fairness	100	75	25	25	75	125
Ease of Proc./Reporting	100	100	75	75	25	25
Ease/Timeliness of Payment	60	60	15	45	15	15
Ease of getting supplements	100	75	75	25	75	125
Parts Policies	100	75	75	25	25	50
Paint Cap Restrictions	40	20	10	30	10	50
Ethical Practices	100	50	25	25	75	25
Total	790	520	415	365	415	600

Update Data | Add Companies

The DuPont Solution

Main Menu | Online Help

FIG. 8BA

Insurance Company Rating System

science and technology

Company Name

Factor							
Volume of Business							
Profitability by RO							
Discounting Required							
Adjuster Fairness							
Ease of Proc./Reporting							
Ease/Timeliness of Payment							
Ease of getting supplements							
Parts Policies							
Paint Cap Restrictions							
Ethical Practices							

Update Data Add Companies

Main Menu | Online Help

FIG. 8BB

Insurance Company Rating System

Factor	Company Name						
Volume of Business							
Profitability by RO							
Discounting Required							
Adjuster Fairness							
Ease of Proc./Reporting							
Ease/Timeliness of Payment							
Ease of getting supplements							
Parts Policies							
Paint Cap Restrictions							
Ethical Practices							

Submit Data

FIG. 8BC

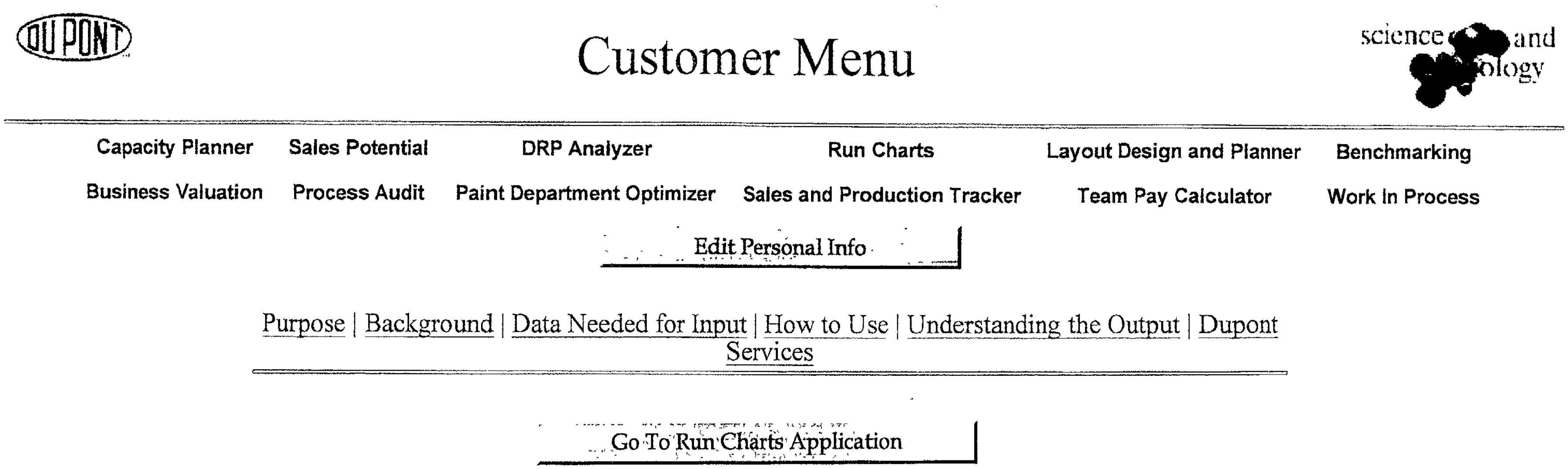

DUPONT
Customer Menu
science and ology
Capacity Planner
Sales Potential
DRP Analyzer
Run Charts
Layout Design and Planner
Benchmarking
Business Valuation
Process Audit
Paint Department Optimizer
Sales and Production Tracker
Team Pay Calculator
Work In Process
Edit Personal Info
Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services
Go To Run Charts Application

FIG. 9A

Run Charts

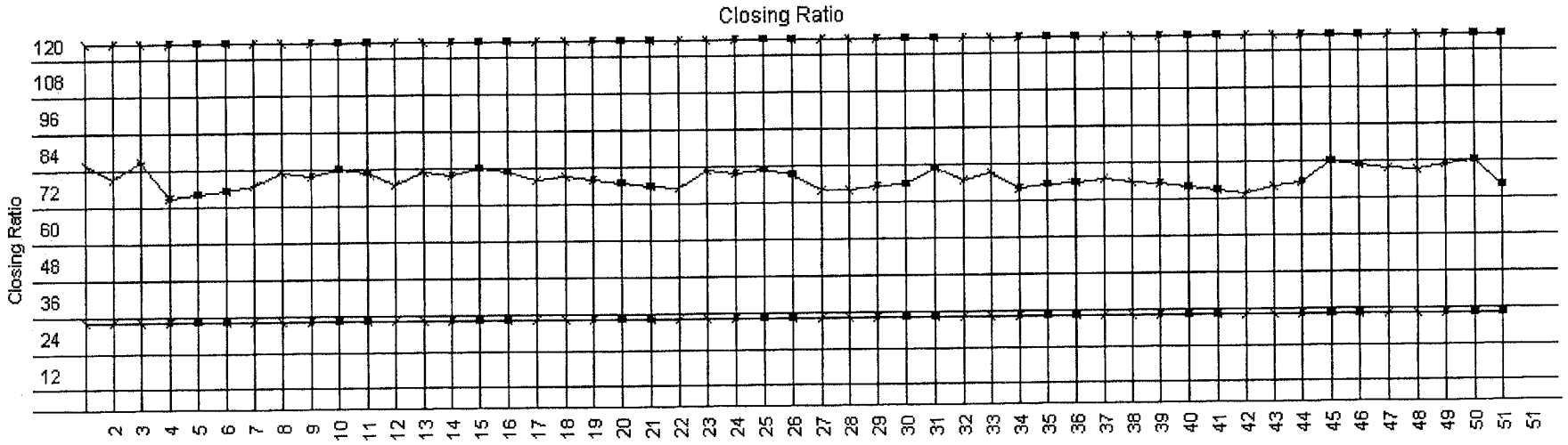
- ☐ Closing Ratio Each Week
- ☐ Redos Each Week
- ☐ Painter Proficiency Each Week
- ☐ % On Time Delivery Each Week
- ☐ Gross Profit $ per Clock Hours Per Month
- ☐ Customer Service Index Per Month
- ☐ Comebacks Each Week
- ☐ Bodyman Proficiency Each Week
- ☐ Booth Cycle Time Each Week
- ☐ $ per Day to Deliver Each Week
- ☐ Avg # of P-Page items per estimate Each Week
- ☐ Parts Sales $ to Labor Sales $ Per Month

View Charts | Customize Charts | Add New Data | Update Existing Data

Main Menu | Online Help

FIG. 9BA

Run Charts

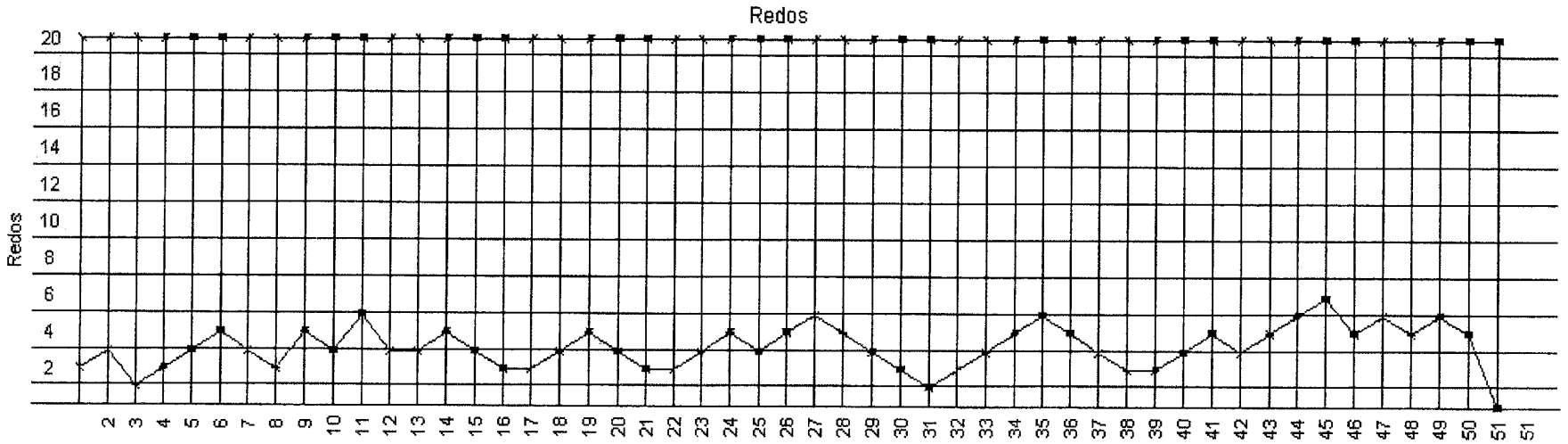


Back to Choices

The DuPont Solution

FIG. 9BB

Run Charts



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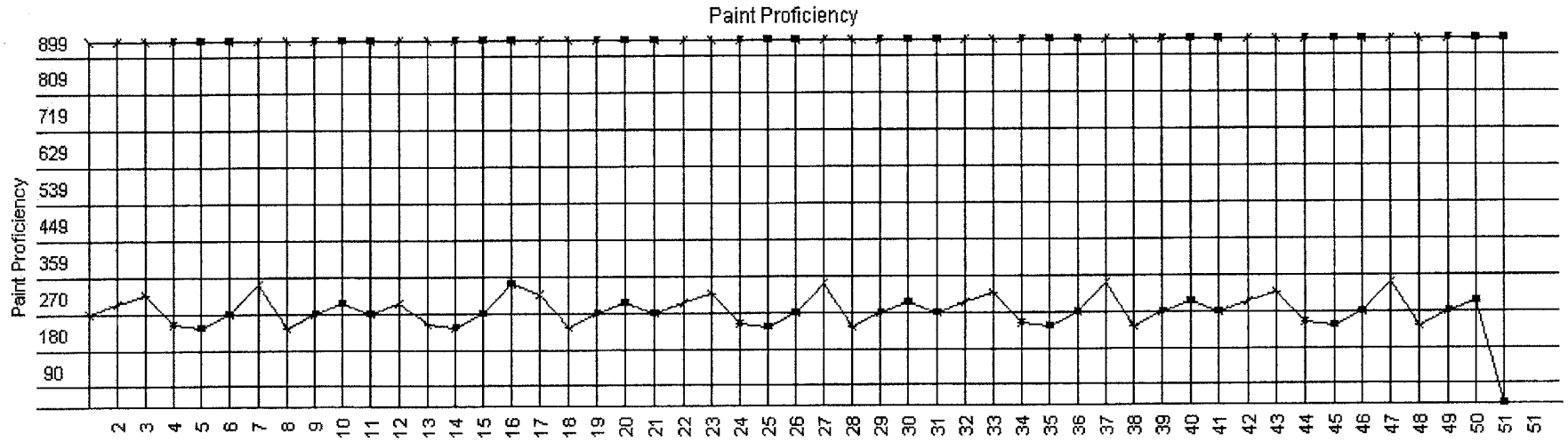
The DuPont Solution

FIG. 9BC

Run Charts



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The DuPont Solution

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FIG. 9BD

Run Charts

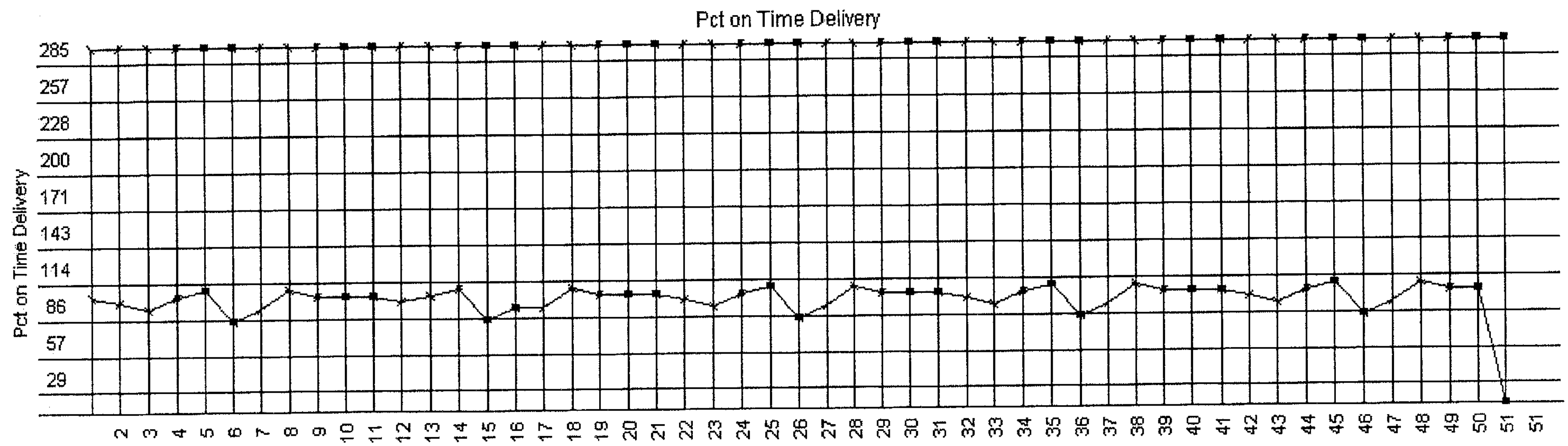

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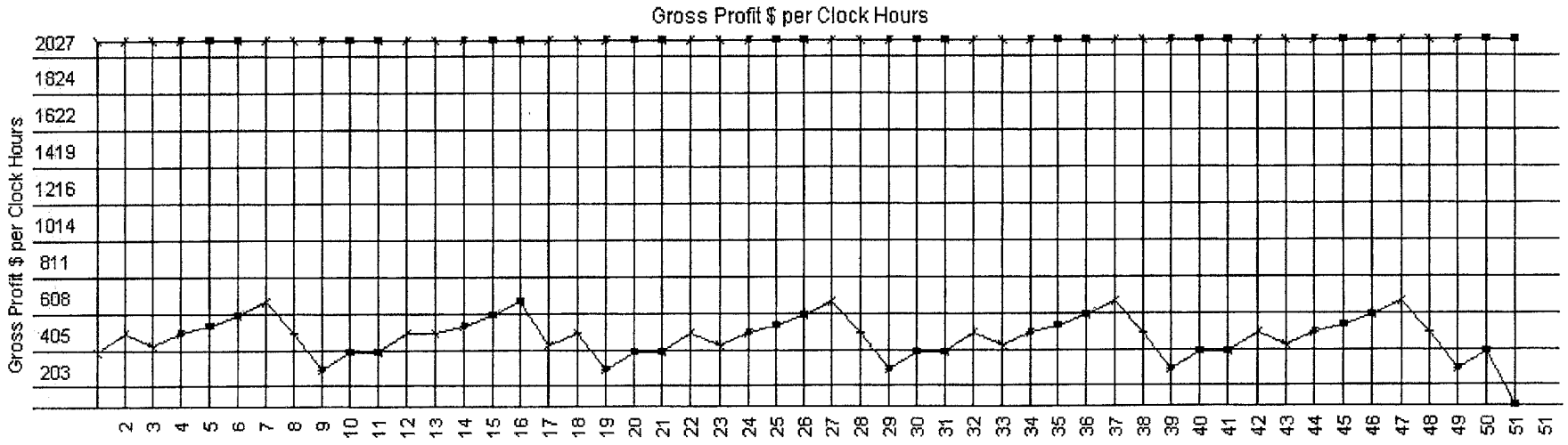
FIG. 9BE

Run Charts



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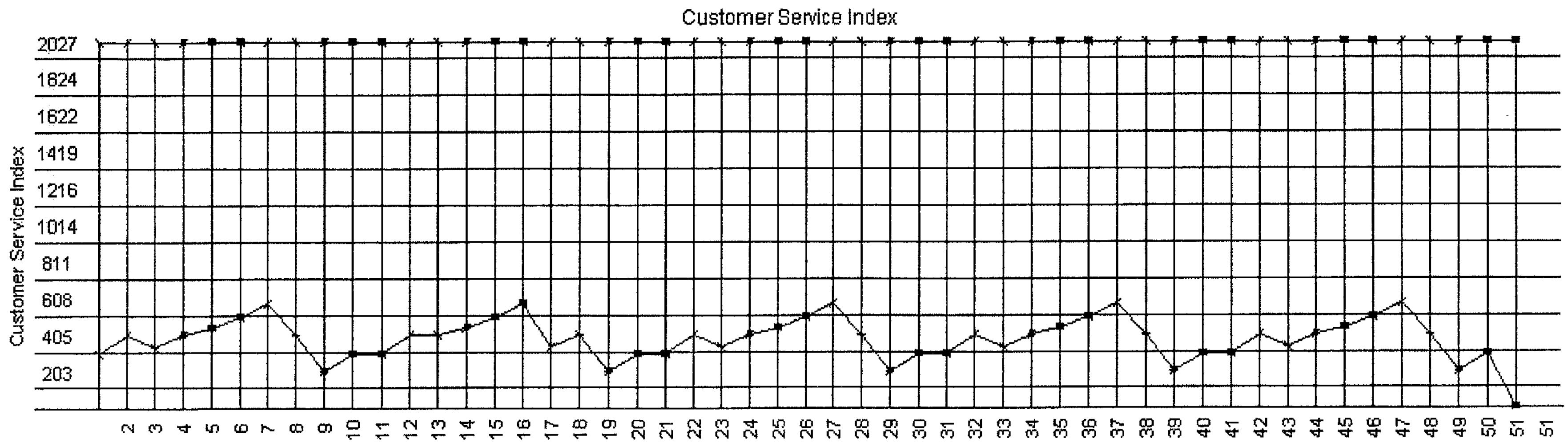
The DuPont Solution

FIG. 9BF

Run Charts

science and technology



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The DuPont Solution

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FIG. 9BG

Run Charts

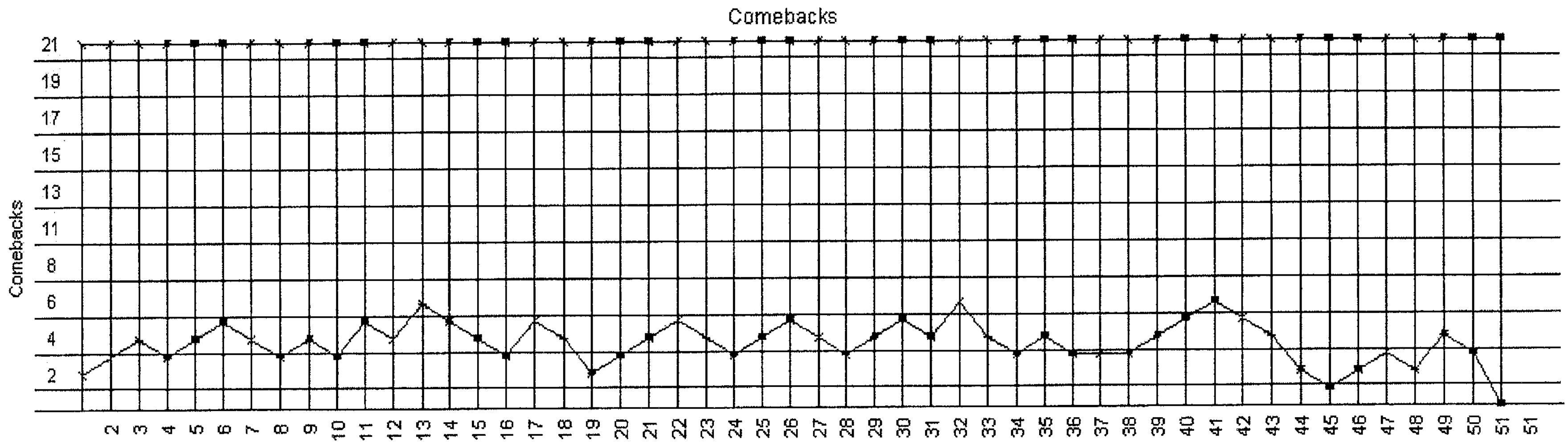

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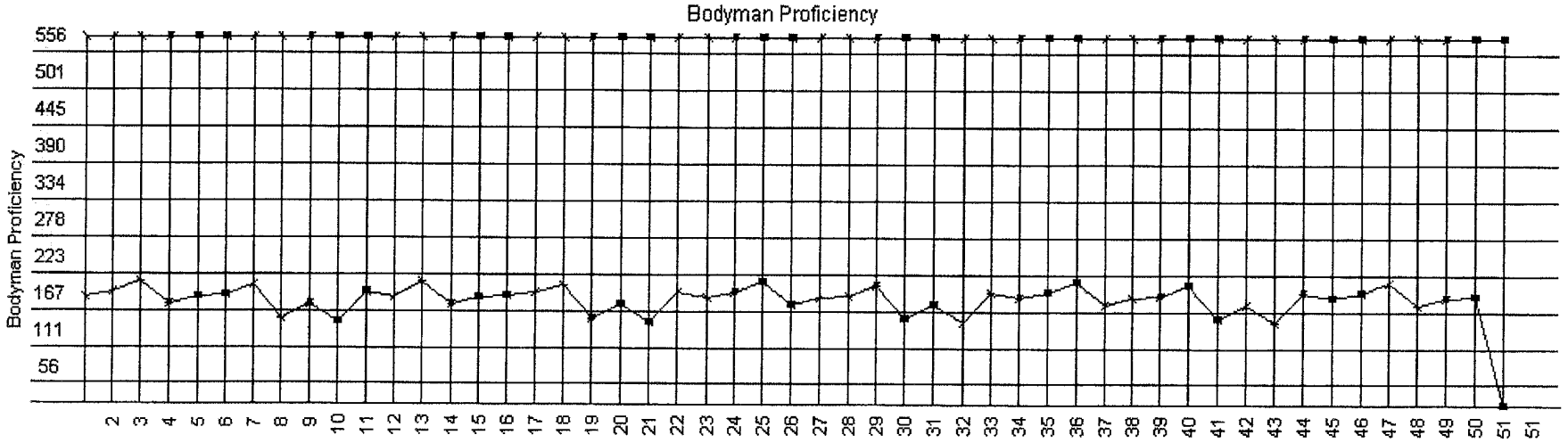
FIG. 9BH

Run Charts



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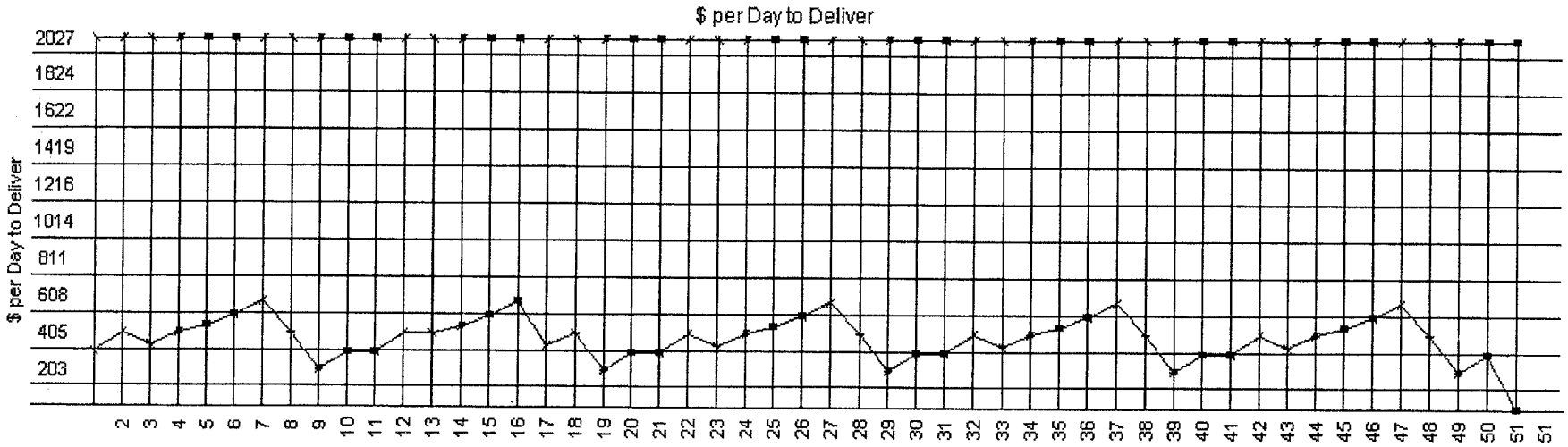
The DuPont Solution

FIG. 9BI

Run Charts



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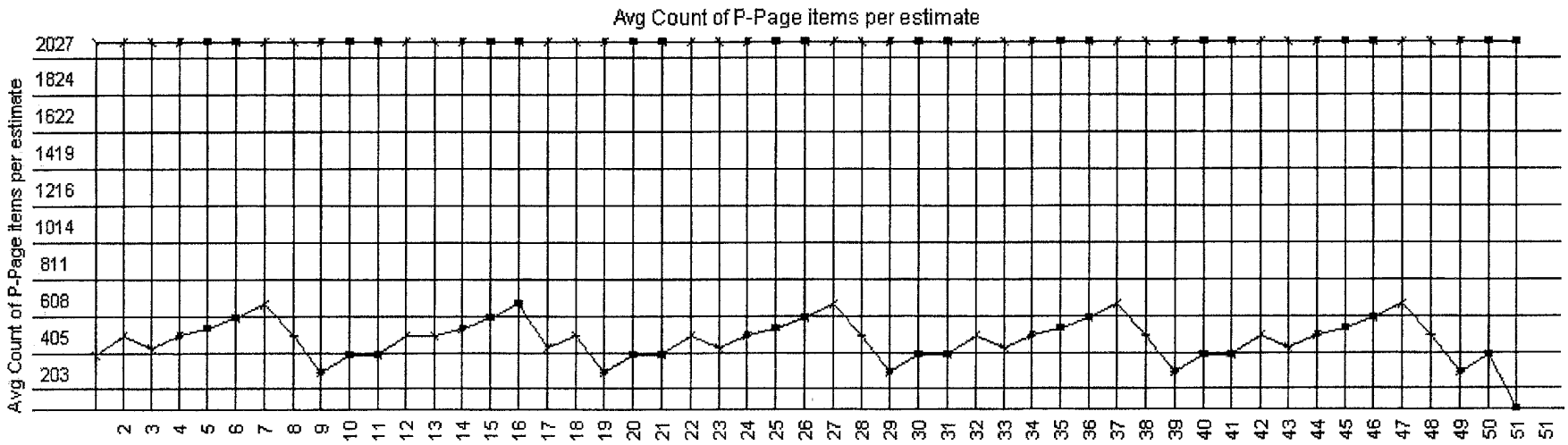
The DuPont Solution

FIG. 9BJ

Run Charts



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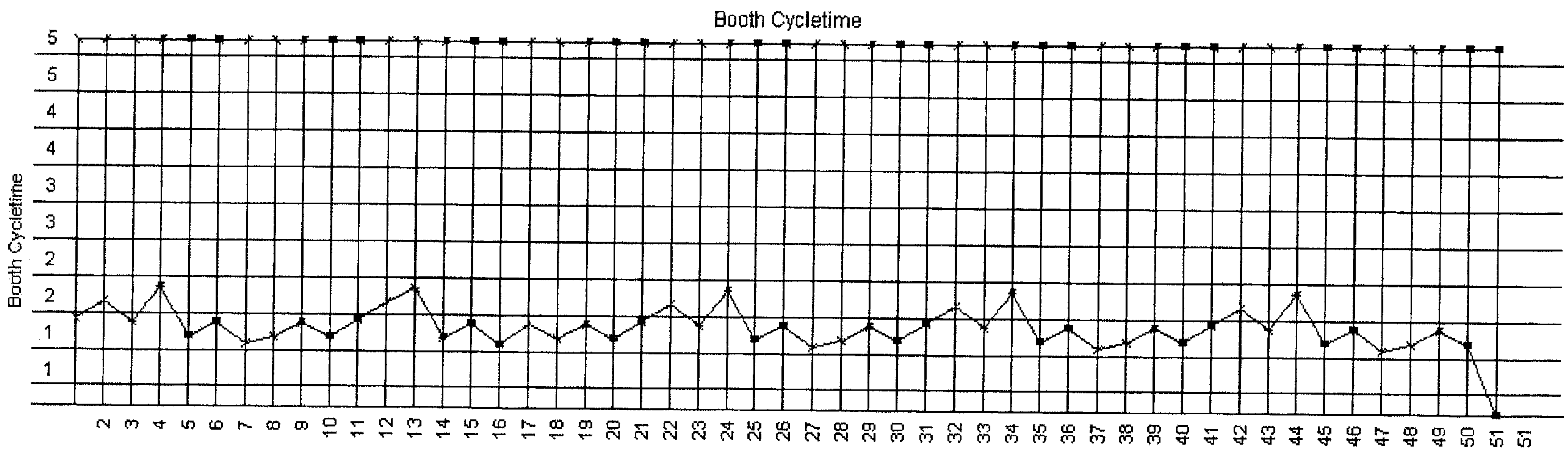
The DuPont Solution

FIG. 9BK

Run Charts

science and technology



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The DuPont Solution

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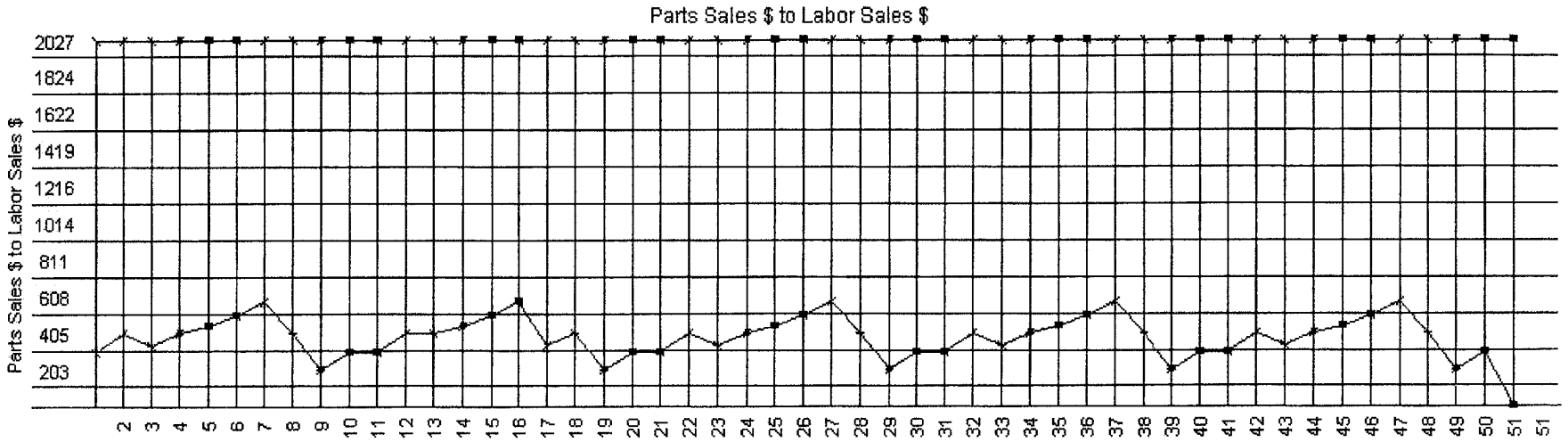
FIG. 9BL

Run Charts



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The DuPont Solution

FIG. 9BM

DUPONT

Customize Charts

science and ology

Width	950
Height	300
Background Color	White
Field Color	White
Grid Color	Black
Line Color	Red
Line Thickness	2
Font Color	Blue
Font Type	Arial
Font Height	10
Quality	100
Show Legend?	No
Show Points?	Yes
Show X Grid?	Yes
Show Y Grid?	Yes
Show Zero?	No

Save Changes | Reset Default Values

Main Menu | Online Help

FIG. 9BN

Add Run Chart Data

	Point	Closing Ratio	Comebacks	Redos	Bodyman Proficiency	Painter Proficiency	Booth Cycle Time	% on Time Delivery	$ per Day to Deliver
1	52								
2	53								
3	54								
4	55								
5	56								
6	57								
7	58								
8	59								
9	60								
10	61								
11	62								
12	63								
13	64								
14	65								
15	66								
16	67								
17	68								
18	69								
19	70								
20	71								
21	72								
22	73								
23	74								
24	75								

Submit Changes | Update Existing Data | Choose Charts for Viewing

Main Menu | Online Help

FIG. 9BO

Database Updated

Back

FIG. 9BP

DUPONT

Update Run Chart Data

science and ology

	Point	Closing Ratio	Comebacks	Redos	Bodyman Proficiency	Painter Proficiency	Booth Cycle Time	% on Time Delivery	$ per Day to Deliver
1	1	80.0	2.0	2.0	160.0	225.0	1.25	90.0	300.0
2	2	75.0	3.0	3.0	170.0	250.0	1.5	85.0	400.0
3	3	81.0	4.0	1.0	185.0	275.0	1.2	80.0	335.0
4	4	69.0	3.0	2.0	150.0	200.0	1.7	90.0	400.0
5	5	70.0	4.0	3.0	160.0	190.0	1.0	95.0	445.0
6	6	71.0	5.0	4.0	165.0	225.0	1.2	70.0	500.0
7	7	73.0	4.0	3.0	180.0	300.0	0.9	80.0	580.0
8	8	77.0	3.0	2.0	130.0	190.0	1.0	95.0	400.0
9	9	76.0	4.0	4.0	150.0	225.0	1.2	90.0	200.0
10	10	78.0	3.0	3.0	125.0	250.0	1.0	89.0	300.0
11	11	77.0	5.0	5.0	170.0	225.0	1.25	90.0	300.0
12	12	73.0	4.0	3.0	160.0	250.0	1.5	85.0	400.0
13	13	74.0	5.0	2.0	170.0	275.0	1.2	80.0	335.0
14	14	77.0	6.0	3.0	185.0	200.0	1.7	90.0	400.0
15	15	76.0	5.0	4.0	150.0	190.0	1.0	95.0	445.0
16	16	78.0	4.0	3.0	160.0	225.0	1.2	70.0	500.0
17	17	77.0	3.0	2.0	165.0	300.0	0.9	80.0	580.0
18	18	75.0	4.0	3.0	180.0	190.0	1.0	95.0	400.0
19	19	74.0	2.0	4.0	130.0	225.0	1.2	90.0	200.0
20	20	73.0	3.0	3.0	150.0	250.0	1.0	89.0	300.0
21	21	72.0	4.0	2.0	125.0	225.0	1.25	90.0	300.0
22	22	71.0	5.0	2.0	170.0	250.0	1.5	85.0	400.0
23	23	77.0	4.0	3.0	160.0	275.0	1.2	80.0	335.0
24	24	76.0	3.0	4.0	170.0	200.0	1.7	90.0	400.0

Delete Current Row

Submit Changes | Add New Data | Choose Charts for Viewing

FIG. 9BQ

Customer Menu

Capacity Planner | Sales Potential | DRP Analyzer | Run Charts | Layout Design and Planner | Benchmarking

Business Valuation | Process Audit | Paint Department Optimizer | Sales and Production Tracker | Team Pay Calculator | Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Layout Design and Planner Application

FIG. 10A

DUPONT

Layout Design and Planning

science and technology

View Ranges

Stall	Sqft/stall	Count	Total Ft2	% of Total
Body	300	12	3600	27.4 %
Frame	420	1	420	3.2 %
Prep	250	5	1250	9.5 %
Spray Booths	650	2	1300	9.9 %
Cool Down	200	2	400	3.0 %
Mechanical	250	2	500	3.8 %
Detail	200	1	200	1.5 %
Paint Mixing	200		200	1.5 %
Office Ft2			1,313	10.0 %
Storage Ft2			1575	12.0 %
Aisle Space			2,368	18.0 %
Total Ft2			13125	100.0 %
Body to Paint Ratio				57.4 %

FIG. 10BA

Parking Ft2 with Aisle Space	300	39	11,648
Days to Deliver	6		

Annual Sales $	$2,267,234
Annual Sales $ per Ft2	$172.74
Annual Cars Produced	1,820
Days	281

Worker	Count	Clock Hours	Efficiency Flag	Hours	Staffing Density
Body	7	15,750	160	25,200	1.86
Painter	4	9,000	160	14,400	2.25
Mechanics	1	2,250	100	2,250	2.00
Detailer	1	2,250	100	2,250	1.00
Estimators	3				
Office plus Estimators	5				
Total	18	29,250	151 %	44,100	1.92

Calculate | The DuPont Solution

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FIG. 10BB

	Min.	Avg.	Max.
Body	200	250	300
Frame	350	420	450
Prep	500	650	750
Cool Down	150	200	250
Mechanical	200	300	400
Detail	150	200	250
Paint Mixing	100	200	300
Body to Paint Ratio	40	50	60
Overall Staffing Density	1.5	2	3

Sq. Ft. Area	Width-Ft.	Length-Ft.
150	7.5	20.0
180	9.0	20.0
200	10.0	20.0
250	10.0	25.0
300	12.0	25.0
350	14.0	25.0
425	17.0	25.0
450	18.0	25.0
500	20.0	25.0
600	20.0	30.0
750	23.0	32.5

FIG.10BC

Customer Menu

Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Benchmarking Application

FIG. 11A

General Account Information

Annual Sales $

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FIG. 11B

Level 1 Report

Sales	Average Sales $	Average Sales %
Metal Labor Sales	$12,731	28.29 %
Paint Labor Sales	$8,558	19.02 %
Detail Labor Sales	$64	0.14 %
Mechanical Labor Sales	$77	0.17 %
Other Labor Sales	$1,994	4.43 %
Total Labor Sales	$23,423	52.05 %
Parts Sales	$14,924	33.16 %
Material Sales	$4,383	9.74 %
Sublet Sales	$697	1.55 %
Sales Allowances	- $8	-0.02 %
Miscellaneous Sales	$1,580	3.51 %
Total	$45,000	100.00 %

Costs	Average Cost $	Average Cost %
Metal Labor Costs	$5,253	11.67 %
Paint Labor Costs	$3,681	8.18 %
Detail Labor Costs	$110	0.24 %
Mechanical Labor Costs	$31	0.07 %
Other Labor Costs	$2,127	4.73 %
Total Labor Costs	$11,203	24.90 %
Parts Costs	$11,331	25.18 %
Material Costs	$3,526	7.84 %
Sublet Costs	$586	1.30 %
Miscellaneous Costs	$1,410	3.13 %
Total	$28,056	62.35 %

Gross Profit	$16,944	37.65 %

Overhead Expenses	Average Overhead $	Average Overhead $
Management Wages	$2,933	6.52 %
Sales Wages	$206	0.46 %
Office Wages	$1,609	3.57 %
Product Support Wages	$1,035	2.30 %
Total Staff Wages	$5,782	12.85 %
Accounting Fees	$161	0.36 %
Advertising/Promotion	$621	1.38 %
Amortizations	$87	0.19 %
Bad Debts	$20	0.05 %

FIG. 11CA

Bank Charges	**$44**	**0.10 %**
Computer Expenses	**$61**	**0.14 %**
Depreciation	**$1,011**	**2.25 %**
Donations/Charity	**$39**	**0.09 %**
Dues/Subscriptions	**$193**	**0.43 %**
Employee Education	**$103**	**0.23 %**
Entertainment	**$69**	**0.15 %**
Insurance	**$692**	**1.54 %**
Interest	**$477**	**1.06 %**
Miscellaneous Taxes	**$418**	**0.93 %**
Office Supplies/Postage	**$407**	**0.90 %**
Laundry/Uniforms	**$90**	**0.20 %**
Leases & Rentals	**$319**	**0.71 %**
Licenses & Permits	**$57**	**0.13 %**
Professional Fees	**$162**	**0.36 %**
Rent on Building	**$1,677**	**3.73 %**
Repairs & Maintenence	**$403**	**0.90 %**
Small Tool Replacement	**$137**	**0.30 %**
Telephone	**$243**	**0.54 %**
Travel	**$98**	**0.22 %**
Utilities	**$788**	**1.75 %**
Miscellaneous Overhead	**$618**	**1.37 %**
Total Miscellaneous Expenses	**$9,363**	**20.81 %**
Miscellaneous Income (negative)	**- $80**	**-0.18 %**
Total Overhead	**$15,065**	**33.48 %**
Net Profit	**$1,879**	**4.18 %**

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FIG. 11CB

Revenue & Direct Cost Information

Business Days	0		
Number of RO's	0		
Estimates Written	0		
Square Foot Facility	0		
	Number of People	**Actual Clock Hours**	
Office	0		
Body	0	0	
Paint	0	0	
Mechanical	0	0	
Non-Production	0		
	Shop Rate	**Hours Flagged**	
Body	0	0	
Paint	0	0	
Mechanical	0	0	

FIG. 11DA

	Sales	Costs
Metal Labor	0	0
Paint Labor	0	0
Detail Labor	0	0
Mechanical Labor	0	0
Other Labor	0	0
Parts	0	0
Material	0	0
Sublet	0	0
Sales Allowances	0	
All Other	0	0

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FIG. 11DB

DUPONT

Level 2 Report

science and ology

Sales	Sales $	Sales %	Ind Avg Sales $	Ind Avg Sales %	$ Difference	% Difference
Metal Labor Sales	$600,000	30.00 %	$562,832	28.14 %	$37,168	6.60 %
Paint Labor Sales	$375,000	18.75 %	$356,110	17.81 %	$18,890	5.30 %
Detail Labor Sales	$10,000	0.50 %	$9,995	0.50 %	$5	0.05 %
Mechanical Labor Sales	$15,000	0.75 %	$14,219	0.71 %	$781	5.49 %
Other Labor Sales	$80,000	4.00 %	$62,622	3.13 %	$17,378	27.75 %
Total Labor Sales	$1,080,000	54.00 %	$1,005,779	50.29 %	$74,221	7.38 %
Parts Sales	$700,000	35.00 %	$730,265	36.51 %	- $30,265	-4.14 %
Material Sales	$170,000	8.50 %	$165,954	8.30 %	$4,046	2.44 %
Sublet Sales	$50,000	2.50 %	$43,291	2.16 %	$6,709	15.50 %
Sales Allowances	$0	0.00 %	$1,091	0.05 %	- $1,091	-100.00 %
Miscellaneous Sales	$0	0.00 %	$53,619	2.68 %	- $53,619	-100.00 %
Total	$2,000,000	100.00 %	$2,000,000	100.00 %	$0	0.00 %

FIG. 11EA

Costs	Cost $	Cost %	Ind Avg Cost $	Ind Avg Cost %	$ Difference	% Difference
Metal Labor Costs	$300,000	15.00 %	$235,204	11.76 %	$64,796	27.55 %
Paint Labor Costs	$130,000	6.50 %	$151,097	7.55 %	- $21,097	-13.96 %
Detail Labor Costs	$5,000	0.25 %	$9,313	0.47 %	- $4,313	-46.31 %
Mechanical Labor Costs	$5,000	0.25 %	$10,147	0.51 %	- $5,147	-50.72 %
Other Labor Costs	$30,000	1.50 %	$83,299	4.16 %	- $53,299	-63.99 %
Total Labor Costs	$470,000	23.50 %	$489,059	24.45 %	- $19,059	-3.90 %
Parts Costs	$600,000	30.00 %	$543,165	27.16 %	$56,835	10.46 %
Material Costs	$100,000	5.00 %	$126,595	6.33 %	- $26,595	-21.01 %
Sublet Costs	$35,000	1.75 %	$35,054	1.75 %	- $54	-0.15 %
Miscellaneous Costs	$0	0.00 %	$38,264	1.91 %	- $38,264	-100.00 %
Total	$1,205,000	60.25 %	$1,232,138	61.61 %	- $27,138	-2.20 %
Gross Profit	$795,000	39.75 %	$767,862	38.39 %	$27,138	3.53 %

FIG. 11EB

Overview of Shop Performance vs. Industry Benchmarks

Account Categories	Shop Numbers	Industry Average	Top 25% of Industry	Difference from Ind Avg
Gross Profit Margins				
Body Labor	50.00 %	58.21 %	60.95 %	-8.21 %
Paint Labor	65.33 %	57.57 %	61.37 %	7.76 %
Total Labor	56.48 %	51.38 %	60.10 %	5.11 %
Materials	41.18 %	23.72 %	31.70 %	17.46 %
Parts	14.29 %	25.62 %	32.80 %	-11.34 %
Total Gross Profit	39.75 %	38.39 %	44.05 %	1.36 %
Net Profit	NA	3.34 %	9.51 %	NA
Labor Efficiency				
Body Labor	133.33 %	161.00 %	187.00 %	-27.67 %
Paint Labor	173.91 %	163.00 %	193.00 %	10.91 %
Closing Ratio	60.00 %	68.70 %	78.80 %	-8.70 %
Sales per Square Feet	115.67	184.00	309.00	- 68.33
Sales per Staff	$400,000	$319,069	$398,836	$80,931

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FIG. 11EC

Overhead Cost Information

Management Wages	135000	**Insurance**	38000
Sales Wages	25000	**Interest**	14000
Office Wages	120000	**Misc. Taxes**	15000
Product Support Wages	50000	**Office Supplies/Postage**	17000
Accounting Fees	6000	**Laundry Uniforms**	4000
Advertising/Promotions	20000	**Leases & Rentals**	17000
Amortizations	1000	**Licenses & Permits**	3000
Auto/Truck Expenses	1	**Professional Fees**	13000
Bad Debts	2000	**Building Rent**	70000
Bank Charges	2000	**Repairs & Maintainence**	16000
Computer Expenses	3000	**Small Tool Replacement**	7000
Depreciation	33000	**Telephone**	9000
Donations/Charity	1000	**Travel**	5000
Dues/Subscriptions	5000	**Utilities**	27000
Employee Education	5000	**All Other Overhead**	24000
Entertainment	6000	**Misc. Income**	-4000

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FIG. 11F

Level 3 Report

Overhead Expenses	Overhead $	Overhead %	Average Overhead $	Average Overhead %	$ Difference	% Difference
Management Wages	$135,000	6.75 %	$134,952	6.75 %	$48	0.04 %
Sales Wages	$25,000	1.25 %	$25,166	1.26 %	- $166	-0.66 %
Office Wages	$120,000	6.00 %	$121,723	6.09 %	- $1,723	-1.42 %
Product Support Wages	$50,000	2.50 %	$50,216	2.51 %	- $216	-0.43 %
Total Staff Wages	$330,000	16.50 %	$332,056	16.60 %	- $2,056	-0.62 %
Accounting Fees	$6,000	0.30 %	$5,899	0.29 %	$101	1.71 %
Advertising/Promotion	$20,000	1.00 %	$20,039	1.00 %	- $39	-0.19 %
Amortizations	$1,000	0.05 %	$966	0.05 %	$34	3.55 %
Auto/Truck Expenses	$1	0.00 %	$7,208	0.36 %	- $7,207	-99.99 %
Bad Debts	$2,000	0.10 %	$2,142	0.11 %	- $142	-6.64 %
Bank Charges	$2,000	0.10 %	$2,531	0.13 %	- $531	-20.97 %
Computer Expenses	$3,000	0.15 %	$2,941	0.15 %	$59	2.01 %
Depreciation	$33,000	1.65 %	$33,052	1.65 %	- $52	-0.16 %
Donations/Charity	$1,000	0.05 %	$1,382	0.07 %	- $382	-27.63 %
Dues/Subscriptions	$5,000	0.25 %	$4,897	0.24 %	$103	2.11 %
Employee Education	$5,000	0.25 %	$4,414	0.22 %	$586	13.28 %
Entertainment	$6,000	0.30 %	$6,376	0.32 %	- $376	-5.90 %
Insurance	$38,000	1.90 %	$37,900	1.90 %	$100	0.26 %
Interest	$14,000	0.70 %	$13,690	0.68 %	$310	2.26 %
Misc. Taxes	$15,000	0.75 %	$15,441	0.77 %	- $441	-2.86 %
Office Supplies/Postage	$17,000	0.85 %	$16,716	0.84 %	$284	1.70 %

FIG. 11GA

Laundry/Uniforms	**$4,000**	**0.20 %**	**$3,728**	**0.19 %**	**$272**	**7.30 %**
Leases & Rentals	**$17,000**	**0.85 %**	**$17,043**	**0.85 %**	**- $43**	**-0.25 %**
Licenses & Permits	**$3,000**	**0.15 %**	**$2,655**	**0.13 %**	**$345**	**12.99 %**
Professional Fees	**$13,000**	**0.65 %**	**$13,128**	**0.66 %**	**- $128**	**-0.98 %**
Building Rent	**$70,000**	**3.50 %**	**$70,559**	**3.53 %**	**- $559**	**-0.79 %**
Repairs & Maintainence	**$16,000**	**0.80 %**	**$15,718**	**0.79 %**	**$282**	**1.80 %**
Small Tool Replacement	**$7,000**	**0.35 %**	**$6,510**	**0.33 %**	**$490**	**7.53 %**
Telephone	**$9,000**	**0.45 %**	**$9,015**	**0.45 %**	**- $15**	**-0.17 %**
Travel	**$5,000**	**0.25 %**	**$4,988**	**0.25 %**	**$12**	**0.25 %**
Utilities	**$27,000**	**1.35 %**	**$26,693**	**1.33 %**	**$307**	**1.15 %**
All Other Overhead	**$24,000**	**1.20 %**	**$23,654**	**1.18 %**	**$346**	**1.46 %**
Total Miscellaneous	**$367,001**	**18.35 %**	**$373,012**	**18.65 %**	**- $6,011**	**-1.61 %**
Misc. Income (negative)	**- $4,000**	**-0.20 %**	**- $3,976**	**-0.20 %**	**- $24**	**0.61 %**
Total	**$693,001**	**34.65 %**	**$701,092**	**35.05 %**	**- $8,091**	**-1.15 %**
Net Profit	**$101,999**	**5.10 %**	**$66,770**	**3.34 %**	**$35,229**	**52.76 %**

The DuPont Solution

FIG.11GB

Hypothetical Analysis

Gross Profit Potential

	GP %	GP $	Increase GP $
Current	39.8 %	$795,000	$0
Industry Avg *	46.2 %	$923,609	$128,609
Top 25% **	48.8 %	$975,300	$180,300

Impact of Efficiency on Labor Sales Potential

	Current Metal Labor	Current Paint Labor	Avg Metal Labor	Avg Paint Labor
Clock Hours	15,000	6,900	15,000	6,900
Flag Hours	20,000	12,000	20,000	12,000
Proficiency	133.3 %	173.9 %	161.0 %	173.9 %
Labor Sales Rate $ per Flag Hours	$30.00	$30.00	$30.00	$30.00
Labor Sales $	$600,000	$375,000	$724,500	$360,000
Total Sales $		$2,000,000		$2,224,615
Increase in Sales Potential				$224,615

Impact on Sales $ by Improving Closing Ratio

	Closing Ratio	Sales $	Increase Sales $
Current	60.0 %	$0	$0
Industry Avg *	68.7 %	$290,000	$290,000
Top 25% **	78.8 %	$626,667	$626,667

FIG. 11H

DUPONT

Customer Menu

science and technology

Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Business Valuation Application

FIG. 12A

DUPONT

Business Valuation

science and technology

Business Valuation based on Net Present Value Method

Annual Pre-Tax Profit $	100000
Tax Rate %	32
Taxes $	**$38,400**
Tax Depreciation $	40000
Owner Salary & Benefits $	75000
Replacing Owner Management $	50000
Net Cash Flow $	**$146,600**
Inflation Rate %	4
Discount Rate %	10
Business Value NPV 10yr $	**$951,619**

Calculate

Hypothetical Situations

Situation	Annual Profit	NPV 10yr
-20 %	$80,000	$854,310
-10 %	$90,000	$902,965
Actual	$100,000	$951,619
10 %	$110,000	$1,000,273
20 %	$120,000	$1,048,927

The DuPont Solution

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FIG. 12B

Customer Menu

Capacity Planner | Sales Potential | DRP Analyzer | Run Charts | Layout Design and Planner | Benchmarking

Business Valuation | Process Audit | Paint Department Optimizer | Sales and Production Tracker | Team Pay Calculator | Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Paint Department Optimizer Application

FIG. 13A

Paint Department Optimizer℠

Morells Body and Paint

Year: 2000

Continue

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FIG. 13B

P&M Calculator

2000	Jan	Feb	Mar	Apr	May	Jun
Total Sales	267167	300000	225000	175000	200000	200000
P & M Revnue	21594	31000	18000	12000	13500	15000
P & M Purchases	20400	30000	18000	10800	12000	13200
Completed ROs	184	200	150	145	160	165
Total $ from SMU	3832	7200	3000	2160	1920	2040
Total Mixes	230	260	200	85	100	110
Goal: Costs @ 5%	$13,358	$15,000	$11,250	$8,750	$10,000	$10,000
G.P. Margin	5.53 %	3.23 %	0.00 %	10.00 %	11.11 %	12.00 %

FIG. 13CA

2000	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Sales	300000	245000	325000	315000	320000	249000	$3,121,167
P & M Revnue	15000	20000	29000	27000	25000	20000	$247,094
P & M Purchases	12000	14400	18000	14400	16800	12600	$192,600
Completed ROs	184	184	257	248	256	190	2,323
Total $ from SMU	4800	3832	7440	7200	7800	4200	$55,424
Total Mixes	230	230	270	255	280	275	2,525
Goal: Costs @ 5%							$156,058
G.P. Margin	$15,000	$12,250	$16,250	$15,750	$16,000	$12,450	22.05 %
	20.00 %	28.00 %	37.93 %	46.67 %	32.80 %	37.00 %	

Submit | Summary Report | Charts

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FIG. 13CB

Summary Report

Field Totals	Results		
Shop Location	Morells Body and Paint		
Periods with Data			12
Total Repair Orders			2,323
Total Sales			$3,121,167
Total Paint & Material Revenue			$247,094
Total Amount of Paint & Material Purchased			$192,600
Total Number of Mixes (from Scale Mix Usage Report)			2,525
Total $ Amount Spent While Mixing Material on the Scale			$55,424
Analysis	Performance Measures		Goal
Paint & Material Gross Profit Margin		22.05 %	40%
Paint & Material Costs as a % of Gross Sales		6.17 %	5%
Paint & Material G.P. if costs were 5% of Gross Sales		36.84 %	>40%
Average $ per RO		$1,344	
Dollar per Mix Average		$21.95	$14 - $17

FIG. 13DA

Conclusions	Ratings
Paint & Material Gross Profit	Average
Paint & Material Costs as a % of Gross Sales	Top 25%
Paint & Material G.P. if costs were 5% of Gross Sales	Top 25%
Dollar per Mix	Bottom 25%
Action Plan	**Recommendations**
Estimate Writing - Refinish Hours	Evaluate Estimate Process
Paint Shop Operations	Review DuPont's 6 Steps

Update Data... Charts

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FIG. 13DB

FIG.13EA

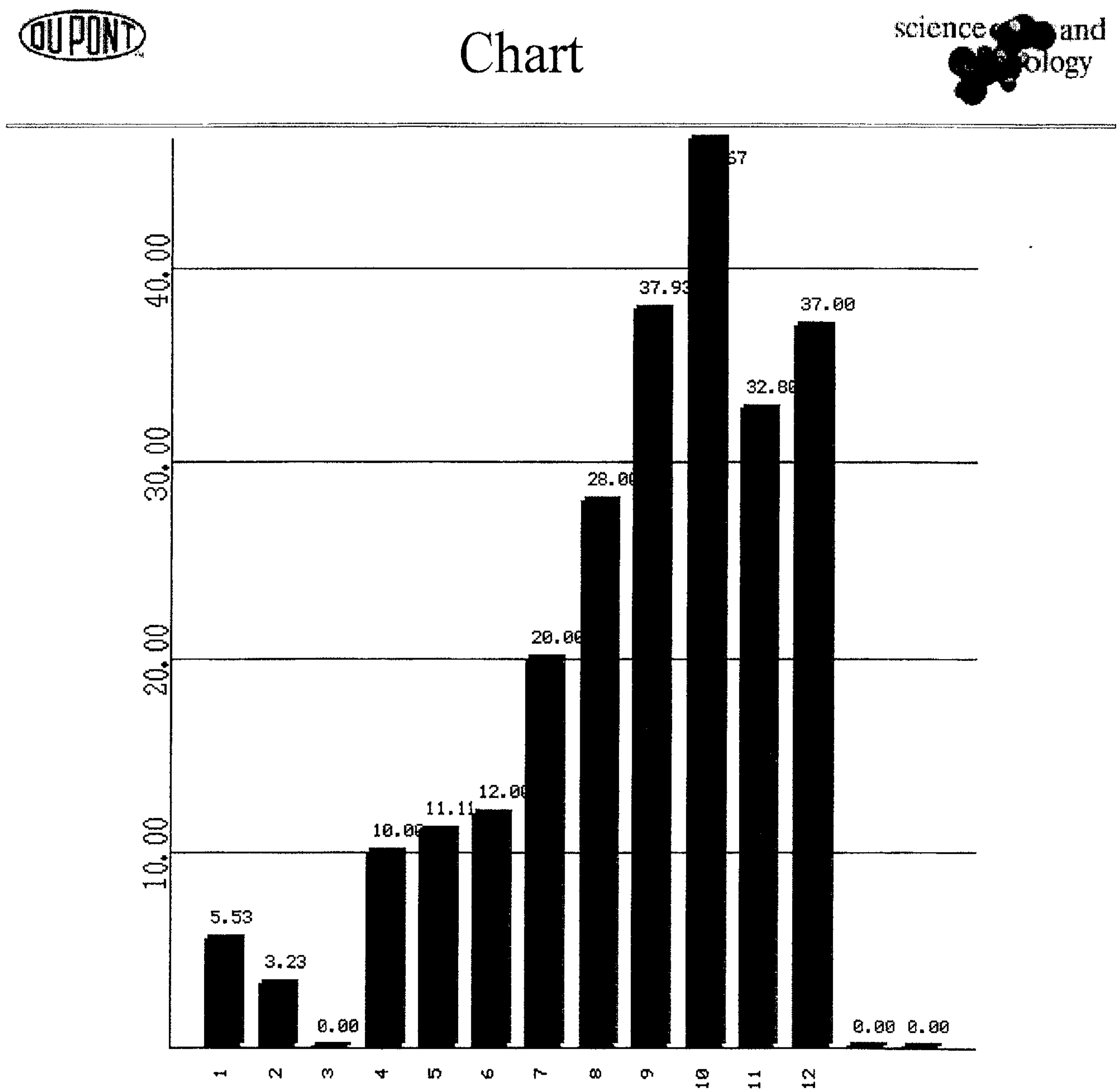
Chart
science and
ology
40.00
30.00
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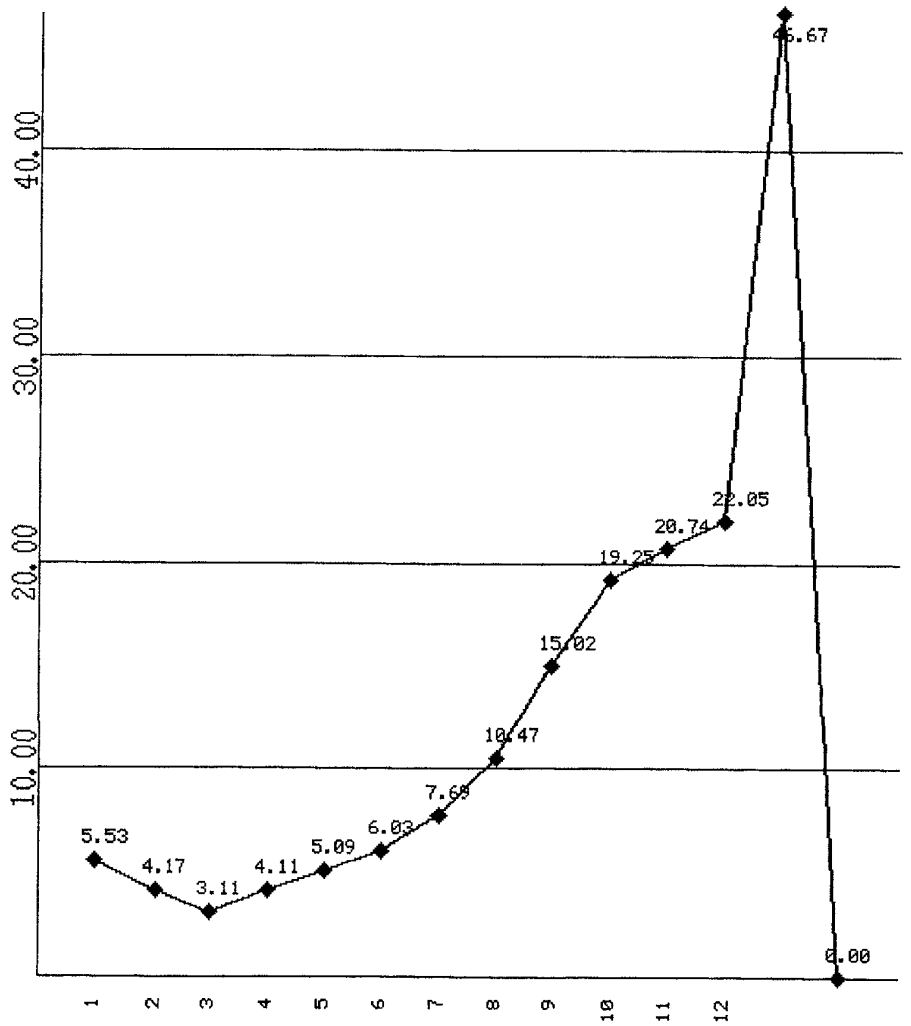
FIG.13EB



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Customer Menu

science and ology

Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Sales and Production Tracker Application

FIG. 14A

DUPONT

Sales Tracker

science and ology

Shop Name Morells Body and Paint

Month January

Year 2000

Change Month and/or Year

Day	Estimates per Day	Total Estimates	Daily Estimated Sales $	Total Estimated Sales $	Daily Actual Sales $	Total Actual Sales $	Daily Sales Goal	Batting Average
Average	7		$8,400		$5,400		4000	64.3 %
1	4	4	4000	$4,000	3000	$3,000	$4,000	75.0 %
2	8	12	8000	$12,000	6000	$9,000	$8,000	75.0 %
3	10	22	8000	$20,000	6000	$15,000	$12,000	75.0 %
4	6	28	12000	$32,000	6000	$21,000	$16,000	65.6 %
5	5	33	10000	$42,000	6000	$27,000	$20,000	64.3 %
6								
7								

FIG. 14BA

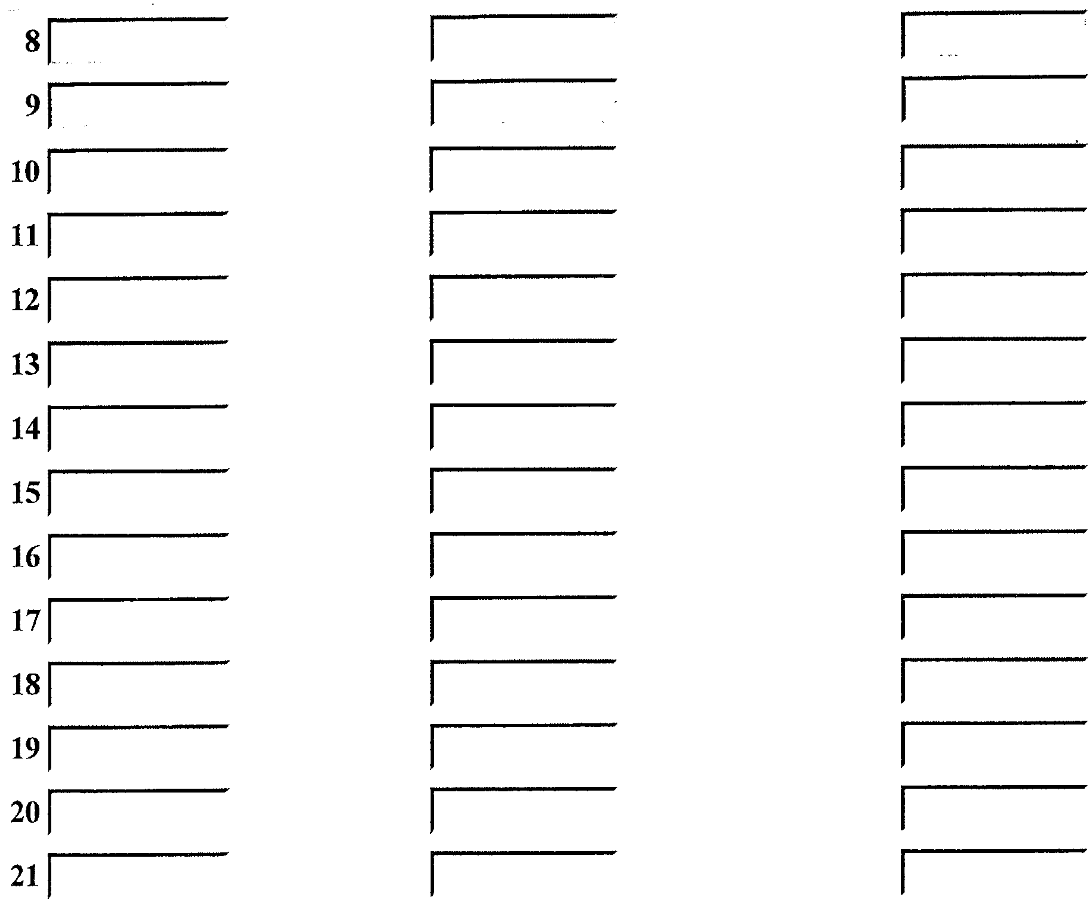
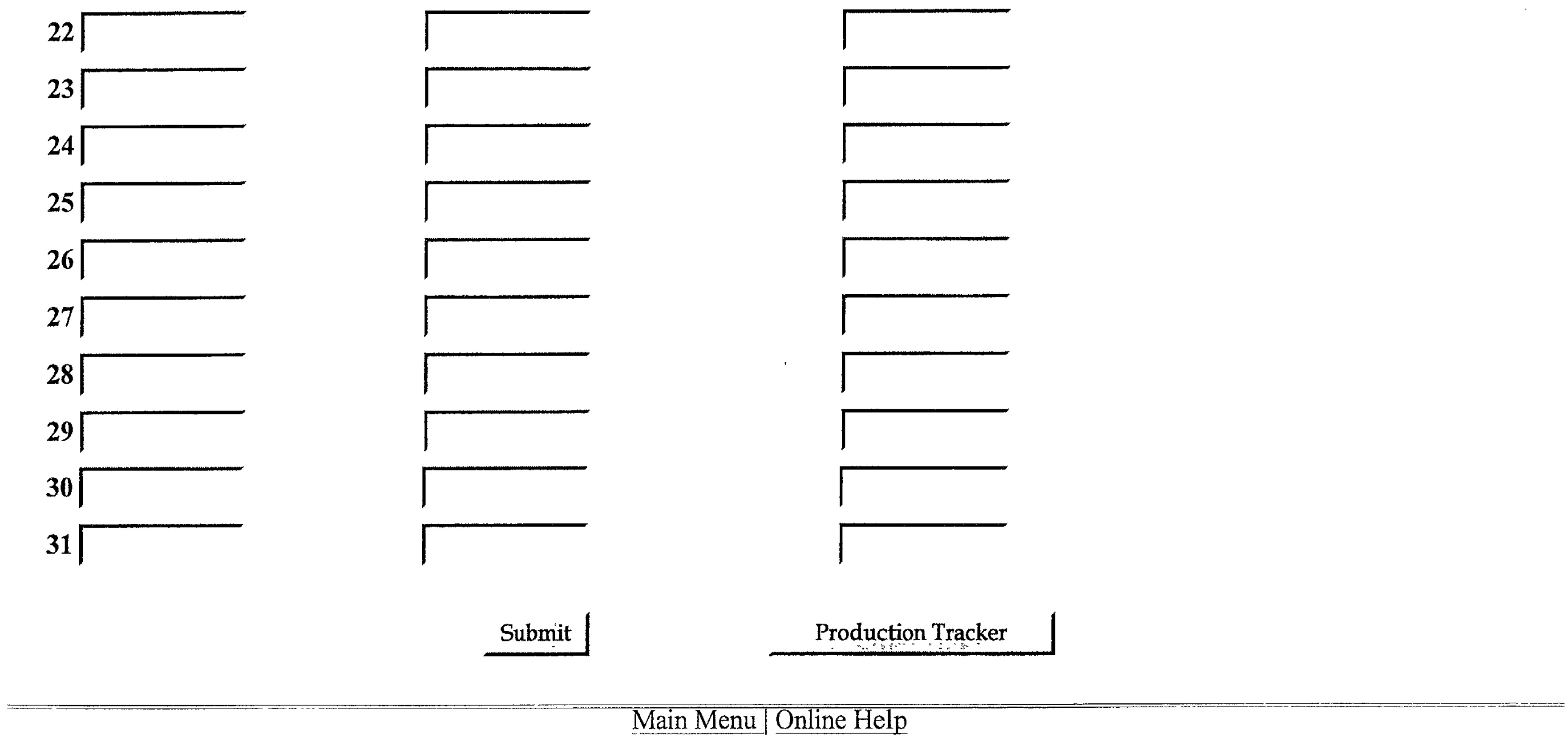


FIG.14BB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Submit
Production Tracker
Main Menu | Online Help

FIG. 14BC

Production Tracker

science and technology

Shop Name Morells Body and Paint

Month January

Year 2000

Change Month and/or Year

Day	ROs / Day	Tot ROs	Flag Hrs per Day	Tot Flag Hrs	Daily Flag Hr Goal	G.P. $	Tot G.P. $	G.P. %	Days Late	Avg. Days Late	Daily Rev. $	Tot Rev. $	Daily Rev. $ Goal
Average	4.67		51.7		40	$2,200		40.0 %	1.67	0.34	$5,500		4000
1	3	3	40	40	40	1200	$1,200	40.00 %	1	0.33	3000	$3,000	$4,000
2	6	9	40	80	80	2400	$3,600	40.00 %	3	0.50	6000	$9,000	$8,000
3	5	14	75	155	120	3000	$6,600	40.00 %	1	0.20	7500	$16,500	$12,000
4													
5													
6													
7													

FIG. 14CA

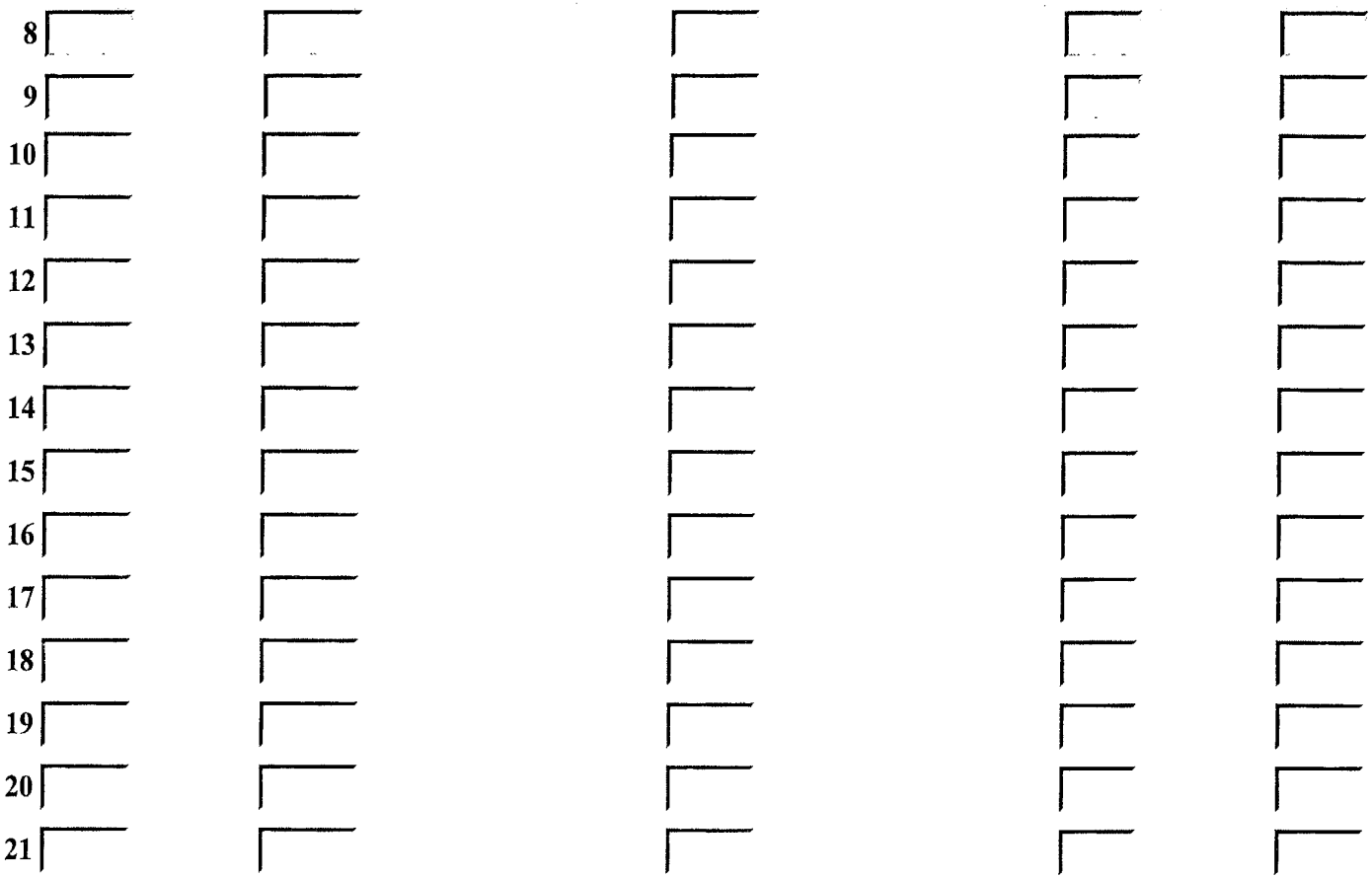
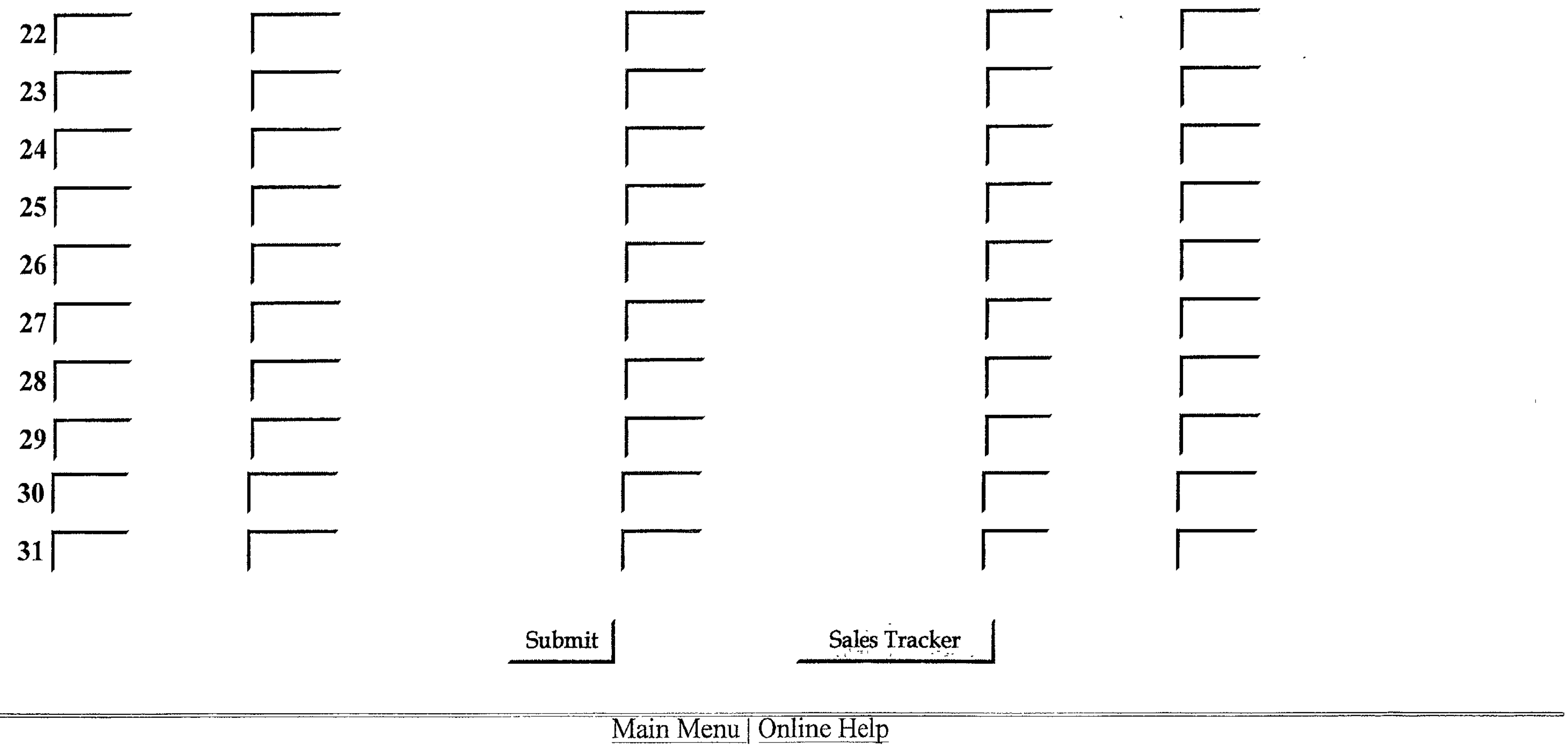


FIG.14CB


22
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Submit
Sales Tracker
Main Menu | Online Help

FIG.14CC

Customer Menu

Capacity Planner | Sales Potential | DRP Analyzer | Run Charts | Layout Design and Planner | Benchmarking

Business Valuation | Process Audit | Paint Department Optimizer | Sales and Production Tracker | Team Pay Calculator | Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Team Pay Calculator Application

FIG. 15A

Team Pay Calculator

Team Name	Lions / Change Team
Team Flag Hrs/Period	600
Average Flag Hrs/RO	30
Average $/RO	2000
Average Labor Rate $/Flag Hr	$7.91
Overall Labor Gross Profit	75.3 %
Projected Cars/Period	20.00
Total Shop Revenue $/Period	$40,000

Skill Level	$/Flag Hr
a	11.0
b	10.0
c	9.0
d	8.0
e	7.0
f	6.0
g	5.0

FIG. 15BA

Technician Name	Skill Level	Clock Hours	Team Efficiency	Flag Hours	Pay Rate $/ Flag Hr	$ per Pay Period	Insurance Rate $/Hr	Labor Sales $/Period
Mike	b	66	196 %	129.4	$10.00	$1,294.12	32	$4,141.18
Blake	g	80	196 %	156.9	$5.00	$784.31	32	$5,019.61
sam	d	80	196 %	156.9	$8.00	$1,254.90	32	$5,019.61
billy	c	80	196 %	156.9	$9.00	$1,411.76	32	$5,019.61
Total		306.0		600.0		$4,745.10		$19,200.00

Submit | Add Technicians | Add Team | Summary Report

Main Menu | Online Help

FIG. 15BB

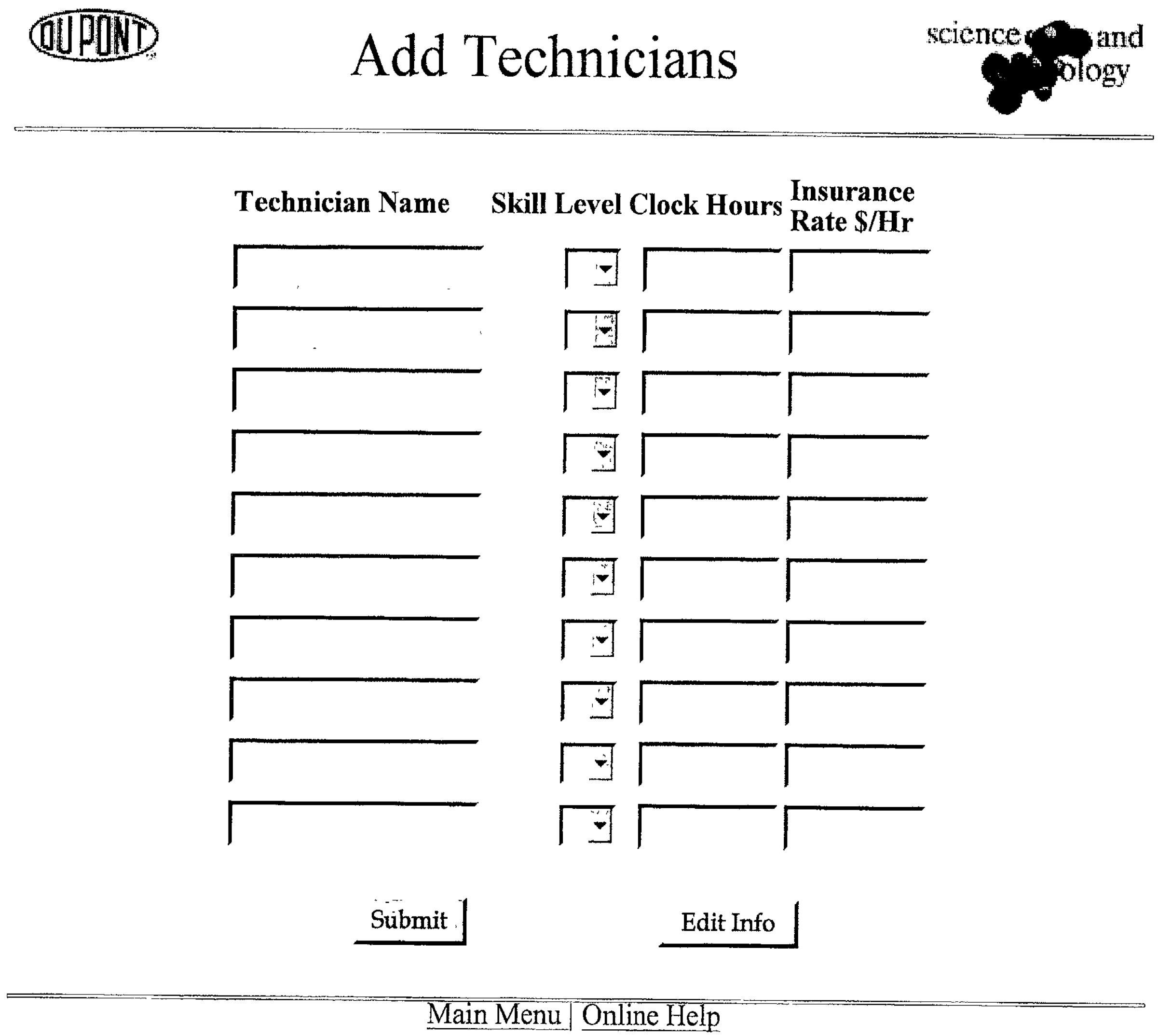
DUPONT
Add Technicians
science and technology
Technician Name
Skill Level
Clock Hours
Insurance Rate $/Hr
Submit
Edit Info
Main Menu
Online Help

FIG. 15C

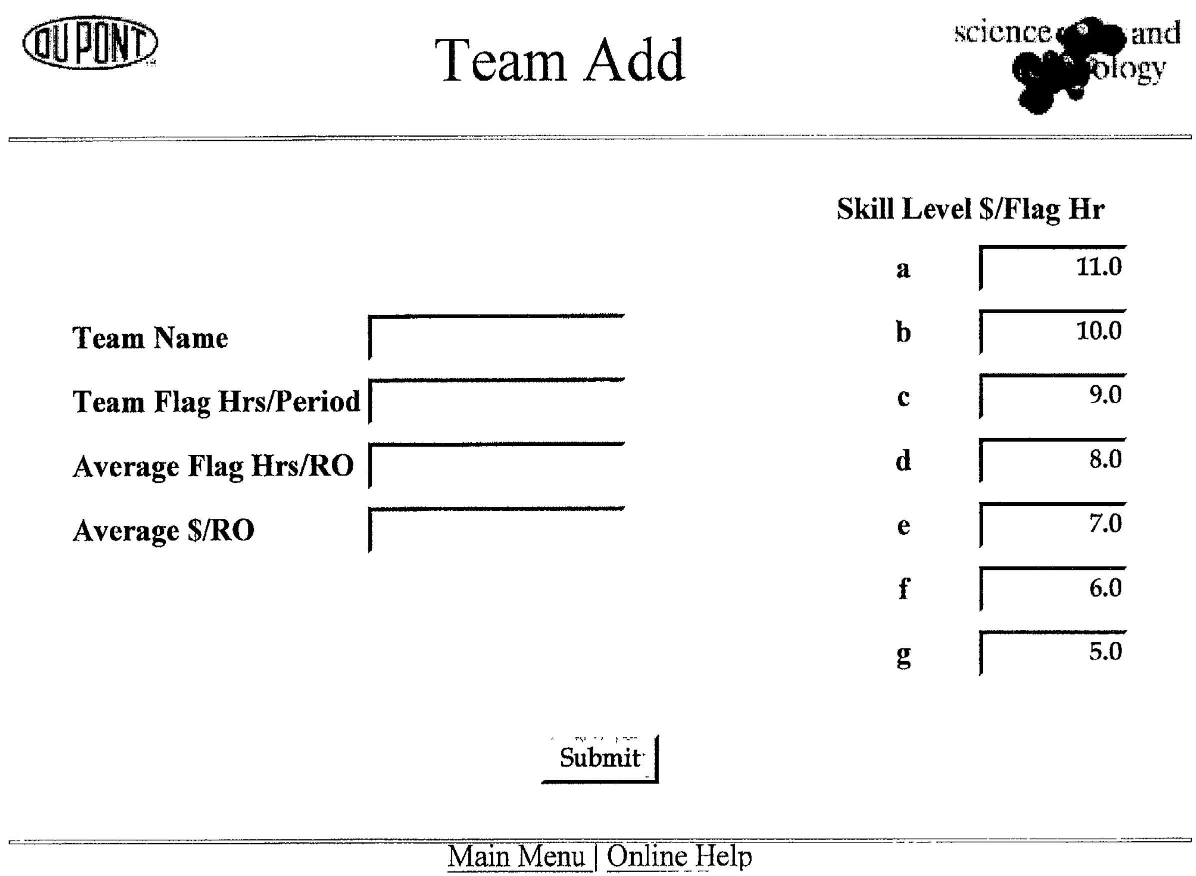
Team Add
science and
ology
Skill Level $/Flag Hr
a 11.0
b 10.0
c 9.0
d 8.0
e 7.0
f 6.0
g 5.0
Team Name
Team Flag Hrs/Period
Average Flag Hrs/RO
Average $/RO
Submit
Main Menu | Online Help

FIG. 15D

DUPONT

Summary

science and ology

Name of Team	Lions	Tigers	Bears	Oh My	Total
Clock Hrs	306	160	160	320	946
Flag Hrs	600	1,500	1,600	1,700	5,400
Efficiency	196.1 %	937.5 %	1,000.0 %	531.3 %	570.8 %
Labor Costs	$4,745.10	$12,000.00	$12,800.00	$13,600.00	$43,145.10
Labor Sales	$19,200.00	$48,000.00	$51,200.00	$54,400.00	$172,800.00
# of Team Members	4	2	2	4	12
Team Flag Hrs/ Period	600	1,500	1,600	1,700	5,400
Average Flag Hrs / RO	30	30	30	30	30
Average $/RO	$2,000	$2,000	$2,000	$2,000	$2,000
Average Labor Rate $/ Flag Hr	$7.91	$8.00	$8.00	$8.00	$7.99
Overall Labor Gross Profit	75.3 %	75.0 %	75.0 %	75.0 %	75.0 %
Projected Cars / Period	20	50	53	57	180
Total Shop Revenue $/Period	$40,000	$100,000	$106,667	$113,333	$360,000

Edit Information

FIG. 15E

DUPONT

Customer Menu

science and technology

Capacity Planner	Sales Potential	DRP Analyzer	Run Charts	Layout Design and Planner	Benchmarking
Business Valuation	Process Audit	Paint Department Optimizer	Sales and Production Tracker	Team Pay Calculator	Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Process Audit Application

FIG. 16A

Score

Click on a category to change its ratings.

Shop Process Area	Score
Detail	81.7 %
Estimating	50.2 %
General Management	52.4 %
Maintainence	45.6 %
Marketing	93.3 %
Parts Management	80.0 %
Post Delivery	65.5 %
Primer	53.6 %
Production Management	40.0 %
Reception	57.5 %
Refinish	57.5 %
Body Repair	60.0 %
Safety	67.0 %
Vehicle Delivery	72.3 %

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FIG. 16B

DUPONT

Detail

science and technology

1	2	3	4	5	
○	○	○	◉	○	Is all masking removed from vehicle?
○	◉	○	○	○	Is vehicle inspected for paint defects, oversprey and refinish quality?
○	◉	○	○	○	Do the detailers perform paint defect removal (dust nibs, runs)?
○	◉	○	○	○	Is paint defect removal performed prior to vehicle wash?
○	◉	○	○	○	Is defect removal initiated with 2000 grit, or finer, sandpaper?
○	○	○	◉	○	Is polisher used after compounding?
○	○	○	◉	○	Is glazing used after polishing?
○	○	○	◉	○	Is there a designated/accepted procedure for washing the vehicle?
○	○	○	◉	○	Does washing occur under a cover?
○	○	○	◉	○	Are fluid levels topped off prior to engine wash?
○	○	○	◉	○	Are the engine and tires washed prior to the exterior of the vehicle?
○	○	○	◉	○	Is the exterior of the vehicle washed from top to bottom?
○	○	○	◉	○	Are washing towels/mitts free of contamination?
○	○	○	◉	○	Are there separate soap and rinse buckets?
○	○	○	○	◉	Are chamois cloths used only for drying clean vehicles?

FIG. 16BA1

○ ○ ○ ○ ◉ **Are any silicone products used for dressing?**

○ ○ ○ ○ ◉ **Is the interior free of objects and loose debris prior to cleaning?**

○ ○ ○ ○ ◉ **Are floor mats and ashtrays removed and cleaned?**

○ ○ ○ ○ ◉ **Is the interior cleaned from top to bottom?**

○ ○ ○ ○ ◉ **Is the air conditioner turned "on", and vents cleaned?**

○ ○ ○ ○ ◉ **Are windows cleaned inside and out?**

○ ○ ○ ○ ◉ **Is the trunk cleaned?**

○ ○ ○ ○ ◉ **Is a detail quality inspection done?**

○ ○ ○ ○ ◉ **Are all products and utensils specially designed for the task in which they are used?**

Total: 81.7 %

Conclusions:

Paint inspection should be done on a regular basis

Submit | Scores | Graphs | Conclusions

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FIG. 16BA2

Estimating

1	2	3	4	5	Inspection
◉	○	○	○	○	**If the customer has an insurance appraisal, does the estimator use it verbatim?**
○	◉	○	○	○	**Does the estimator record all of the customer's personal information?**
○	○	○	◉	○	**Does the estimator record all of the vehicle information?**
○	◉	○	○	○	**Make/Model/Year?**
○	○	○	◉	○	**VIN/Production Date?**
○	○	◉	○	○	**Options (air conditioning, power features, engine, leather, etc.)?**
○	○	○	◉	○	**Does the estimator determine referral information?**
○	◉	○	○	○	**Does the estimator include the owner when conducting the estimate?**
○	○	○	◉	○	**Does the estimator inspect from the point of impact inward?**
○	◉	○	○	○	**Is the estimate conducted in an area conducive for inspecting (lights, weather, lift access)?**
○	◉	○	○	○	**Does the estimator ensure that required not-included operations are written into the estimate:**
○	◉	○	○	○	**Access time?**
◉	○	○	○	○	**Anti-corrosion rust resistant coatings**
○	◉	○	○	○	**Broken glass cleanup?**
○	○	◉	○	○	**Detail?**

FIG. 16BB1

○ ○ ◉ ○ ○ **Electronic components?**

○ ○ ◉ ○ ○ **Frame Set-up?**

○ ○ ◉ ○ ○ **Free up parts?**

○ ○ ◉ ○ ○ **Measure and Identify?**

◉ ○ ○ ○ ○ **Plug and finish holes?**

◉ ○ ○ ○ ○ **Repair or align?**

◉ ○ ○ ○ ○ **Rework parts?**

◉ ○ ○ ○ ○ **Tar and grease?**

◉ ○ ○ ○ ○ **Transfer time?**

◉ ○ ○ ○ ○ **Gravel guard?**

◉ ○ ○ ○ ○ **Special coating?**

◉ ○ ○ ○ ○ **Featheredge damaged paint?**

◉ ○ ○ ○ ○ **Removal of protective coatings?**

◉ ○ ○ ○ ○ **Cover vehicle?**

◉ ○ ○ ○ ○ **Color sand and buff?**

◉ ○ ○ ○ ○ **Applying anti-corrosion materials**

◉ ○ ○ ○ ○ **Color match or tinting?**

◉ ○ ○ ○ ○ **Blending into adjacent panels?**

◉ ○ ○ ○ ○ **Is the estimator careful to include only observable damage?**

◉ ○ ○ ○ ○ **Does the estimator use a logical, standard method of estimating repair time?**

FIG. 16BB2

● ○ ○ ○ ○ Does the estimator use a logical, standard method of estimating frame damage?

● ○ ○ ○ ○ Does the estimator show expertise in operating the computer estimating software?

● ○ ○ ○ ○ Are entries entered in a logical order?

Sub: 36.3 %

1 2 3 4 5 Selling the Job

○ ○ ○ ○ ● Does the estimator print out a copy of the estimate for the customer and attach a bus. card?

○ ○ ○ ○ ● Does the estimator explain the details on the written estimate for the customer?

○ ○ ○ ○ ● Does the estimator attempt to sell the merits of the shop to the customer?

○ ○ ○ ○ ● Did the estimator inform the customer that only one estimate is necessary?

○ ○ ○ ○ ● Does the estimator use professional brochures and/or documents for a sales pitch?

○ ○ ○ ○ ● Is the customer invited to see the shop or take a shop tour?

○ ○ ○ ○ ● Does the estimator under promise – over deliver?

○ ○ ○ ○ ● Does the estimator ask for the customer's business?

○ ○ ○ ○ ● Does the estimator explain all warranty information?

○ ○ ○ ○ ● Does the estimator explain his duties as the customer's advocate?

○ ○ ○ ○ ● Does the estimator try to sell non-insurance repair work?

Sub: 100.0 %

FIG.16BB3

1	2	3	4	5	Customer is Sold
◉	○	○	○	○	**Does the estimator help the customer to arrange for transportation?**
○	○	○	◉	○	**Are the terms and conditions of the rental/courtesy vehicle explained?**
○	○	◉	○	○	**Are the customer's insurance arrangements confirmed?**
○	◉	○	○	○	**Does the estimator or receptionist assist in filling out documentation for rental?**
◉	○	○	○	○	**Does the estimator determine customer's communication requirements regarding status?**
◉	○	○	○	○	**Is a method of payment established?**
◉	○	○	○	○	**Does the estimator confirm communication requirements and delivery date?**
○	◉	○	○	○	**Is the payment method confirmed?**
○	◉	○	○	○	**Does the estimator assist with the customer's claim preparation?**
○	◉	○	○	○	**Does the estimator explain the customer's and the shop legal rights?**
○	○	◉	○	○	**Does the estimator obtain the customer's written agreement to repair the vehicle?**

Sub: 40.0 %

1	2	3	4	5	Customer not Sold
○	○	◉	○	○	**Does the estimator give the customer a business card with contact info?**
○	○	◉	○	○	**Is the customer provided with a copy of the estimate?**
○	○	○	○	◉	**Is the customer provided with professional brochures?**

Sub: 73.3 %

FIG. 16BB4

1	2	3	4	5	Follow-up-Sold Jobs
○	○	○	◉	○	**Does the estimator or receptionist prepare a RO folder?**
○	○	○	◉	○	**Is a copy of the RO disseminated to the appropriate departments?**
○	○	○	◉	○	**Does the estimator establish if an inspection or estimate is required of the insurer?**
○	○	○	◉	○	**If so, is an inspection arranged?**
○	○	○	◉	○	**Does the estimator insure that the vehicle is accessible (on lift, under cover, etc.)?**
○	○	○	◉	○	**Does the estimator obtain authorization from the insurer to begin repairs?**
◉	○	○	○	○	**Does estimator track the vehicle through the repair process?**
○	○	○	◉	○	**Does the estimator and receptionist record all details of conversations with the customer?**
○	○	○	◉	○	**Does the estimator and receptionist record all details of conversations with the insurer?**
○	○	○	◉	○	**Does the estimator record all details of significance concerning the repair of the vehicle?**
○	○	○	◉	○	**Does the estimator and/or receptionist contact the customer as per agreement?**
◉	○	○	○	○	**Are customer's calls handled professionally?**
◉	○	○	○	○	**Are RO Folders updated continuously?**

Sub: 66.2 %

1	2	3	4	5	Follow-up-Non Sold Jobs
◉	○	○	○	○	**Are contacts called back within 48 hrs after estimate and is a sale attempted?**

FIG. 16BB5

○ ◉ ○ ○ ○ **Is there a formal sales pitch prepared for a call-back?**

◉ ○ ○ ○ ○ **Are call-back lists scrubbed regularly to take old estimates out of the sales cycle?**

○ ○ ○ ○ ◉ **Are non-sold customers mailed thank-you notes and/or marketing brochures?**

Sub: **45.0 %**

Total: **52.3 %**

Conclusions:

Estimator is not getting enough P-Page items

Submit | Scores | Graphs | Conclusions

FIG. 16BB6

General Management

1	2	3	4	5	General
◉	○	○	○	○	**Does the shop have job descriptions defined for Office/Production Staff?**
○	○	◉	○	○	**Does the shop have a procedures and/or policy manual?**
◉	○	○	○	○	**Does the shop track efficiencies of individuals in production?**
○	○	○	◉	○	**Does the shop routinely counsel employees on their performance?**
◉	○	○	○	○	**Does the shop have a mechanism for employee input?**
◉	○	○	○	○	**Does the shop practice an open door policy between employees and managers?**
○	◉	○	○	○	**Is there an employee handbook?**
○	○	○	◉	○	**Does the shop enforce a Drug and Alcohol Policy?**

Sub: 42.5 %

1	2	3	4	5	Accounts Receivable
◉	○	○	○	○	**Are customer and insurance payments kept in a safe, central location?**
○	○	○	◉	○	**Are copies of payments (checks, VISA, cash receipts) put into the RO?**
◉	○	○	○	○	**Are payments deposited into a bank account in a timely manner?**

Sub: 40.0 %

FIG. 16BC1

1	2	3	4	5	Accounts Payable
○	◉	○	○	○	**Are all bills processed through a single person or department?**
○	○	○	◉	○	**Are bills paid on or before the vendor's credit terms specify?**
◉	○	○	○	○	**Does the Parts Manager work with the Accounts Payable Dept. to reconcile parts bills?**

Sub

1	2	3	4	5	p Metrics
◉	○	○	○	○	**What is the shop's close ratio?**
○	◉	○	○	○	**What is the paint department's efficiency?**
○	○	◉	○	○	**What is the body department's efficiency?**
○	○	○	◉	○	**What is the shop's average total ticket amount?**
○	○	○	○	◉	**What is the shop's Paint and Materials cost to revenues %?**
○	○	○	○	◉	**What is the shop's Ticket to Supplement %?**
○	○	○	○	◉	**What is the shop's Parts Profit margin?**

Sub: 71.4 %
Total: 52.4 %

FIG.16BC2

Conclusions:

Submit | Scores | Graphs | Conclusions

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FIG. 16BC3

Maintainence

1	2	3	4	5	
●	○	○	○	○	**Check Bake Cycle:**
●	○	○	○	○	**Time Set for Purge – 2 MIN**
●	○	○	○	○	**Time Set for Cool – 15 MIN**
●	○	○	○	○	**Surf Temp of VEB – 140F**
●	○	○	○	○	**Ambient Temp – 75F**
○	●	○	○	○	**Check Cycle Time**
○	●	○	○	○	**Check Filters in Booth and Prep Decks**
○	●	○	○	○	**Check and Adjust air pressure balance of booth**
○	○	○	○	●	**Check mixing machine**
○	○	○	○	●	**Check mixing tops**
○	○	○	●	○	**Check ColorNet updates**
○	●	○	○	○	**Check world color book**
○	○	●	○	○	**Inspect and calibrate scale**

FIG. 16BD1

- ○ ◉ ○ ○ ○ **Check and Update alternate decks**
- ○ ◉ ○ ○ ○ **Test air lines for contamination**
- ○ ◉ ○ ○ ○ **Inspect moisture traps**
- ◉ ○ ○ ○ ○ **Check fresh air supply**
- ○ ○ ○ ◉ ○ **Is there a documented maintenance program for fixed shop equipment?**

Total: 45.6 %

Conclusions:

Submit | Scores | Graphs | Conclusions

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FIG.16BD2

Marketing

1	2	3	4	5	
○	●	○	○	○	**Does the shop have professional storefront signage?**
○	●	○	○	○	**Does the shop have visible signage**
○	○	○	○	●	**Does the shop use any form of advertising?**
○	○	○	○	●	**Does the shop track where leads are generated from (newspaper ads, TV, Radio, etc.)**
○	○	○	○	●	**Is the landscaping of the shops to the left and right of the shop professionally kept up?**
○	○	○	○	●	**Does the shop spend at least 2% of revenues on marketing?**
○	○	○	○	●	**Does the shop have a business plan that is updated periodically**
○	○	○	○	●	**Is the Marketing Plan a coordinated approach or done haphazardly?**
○	○	○	○	●	**Does the shop have a referral program?**
○	○	○	○	●	**Does the shop have a relationship with the Chamber of Commerce?**
○	○	○	○	●	**Does the shop have a relationship with the Rotary Club?**
○	○	○	○	●	**Does the shop support any community civic programs?**
○	○	○	○	●	**Is the shop a member of Drugs Don't Work or any other national organization?**
○	○	○	○	●	**Does the shop belong to any Collision Industry organization?**

FIG.16BE1

- [ ] [ ] [ ] [ ] (•) **Does the shop make sales calls to Parts Suppliers, Insurance Reps, and community Leaders?**
- [ ] [ ] [ ] [ ] (•) **Does the shop finance deductibles?**
- [ ] [ ] [ ] [ ] (•) **Does the shop have a partnership relationship with a local high school?**
- [ ] [ ] [ ] [ ] (•) **Does the shop support any local organized sports teams?**

Total: 93.3 %

Conclusions:

```
Needs to repair his sign
```

Submit | Scores | Graphs | Conclusions

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FIG. 16BE2

Parts Management

science and technology

1	2	3	4	5	
○	○	○	◉	○	Does the Parts Manager show expertise in the shop management computer system?
○	○	○	◉	○	Can the Parts Manager extract the correct and complete parts order from the RO?
○	○	○	◉	○	Does the Parts Manager order the necessary parts in a timely (same day) fashion?
○	○	○	◉	○	Does the Parts Manager fax orders to vendors?
○	○	○	◉	○	Does the Parts Manager have the expertise to accurately inspect received parts?
○	○	○	◉	○	Are all parts inspected upon receipt?
○	○	○	◉	○	Are all parts invoices checked to ensure completeness and accuracy?
○	○	○	◉	○	Are parts processes meeting the production schedule?
○	○	○	◉	○	Are parts labeled when received?
○	○	○	◉	○	Does the Parts Manager communicate received parts to the Body Department ASAP?
○	○	○	◉	○	Does the Parts Manager communicate cut-in requirements to the Paint Department?
○	○	○	◉	○	Does the Parts Manager follow-up on parts cut-ins to insure timely completion?
○	○	○	◉	○	Does the Parts Manager return wrong and/or unused parts in a timely fashion (weekly)
○	○	○	◉	○	Is the RO updated immediately and properly when parts are received?

FIG. 16BF1

○ ○ ○ ● ○ Does the Parts Manager or estimator ensure proper parts discounts are applied?

○ ○ ○ ● ○ Does the Parts Manager attempt to negotiate lower parts discounts occasionally?

○ ○ ○ ● ○ Does the Parts Manager track non-received parts for ROs daily?

○ ○ ○ ● ○ Does the Parts Manager participate in Production Meetings?

○ ○ ○ ● ○ Does the Parts Manager communicate parts delays to the estimator?

○ ○ ○ ● ○ Does the Parts Manager know the delivery schedule of vendors?

○ ○ ○ ● ○ Does the Parts Manager keep invoices organized by RO for ticket closing?

○ ○ ○ ● ○ Does the Parts Manager use Supplier Corrective Action Requests (SCARs)?

○ ○ ○ ● ○ Is the Parts Room routinely secured?

○ ○ ○ ● ○ Does Parts Manager maintain accountability for materials (urethane, body filler, sandpaper, etc.)?

○ ○ ○ ● ○ Does Parts Manager maintain accountability for vehicle dimension manuals, Crash Guides, Frame Machine tools?

Total: **80.0 %**

Conclusions:

e

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FIG. 16BF2

Post Delivery

1	2	3	4	5	Payment
○	○	◉	○	○	**Are all customer payment procedures finalized?**
○	○	◉	○	○	**Is the RO checked to insure insurance payments have been received?**
○	○	○	○	◉	**Is the RO checked to insure customer payments have been received?**
○	○	◉	○	○	**Is the proof of loss finalized?**
○	○	◉	○	○	**Is deductible and supplement information included on final invoice?**
○	○	◉	○	○	**Is the proof of loss sent to the insurance company?**
○	○	◉	○	○	**Does the shop maintain records of all credit card transactions?**
○	○	○	○	◉	**Does the shop insure that all pertinent data is listed on customer checks before acceptance?**
○	○	◉	○	○	**Does the shop proactively attempt to collect payments not made within 10 days?**
○	○	◉	○	○	**Is someone in the shop assigned to monitor legal issues stemming from payments?**

Sub: 68.0 %

1	2	3	4	5	Closing out Tickets
○	○	◉	○	○	**Are all parts invoices collected and organized before attempting to close out ROs?**
○	○	◉	○	○	**Do discrepancies in parts invoice prices verses RO prices generate supplements?**
○	○	◉	○	○	**Are responsible individuals held accountable for damaged parts?**

FIG. 16BG1

○ ○ ◉ ○ ○ **Are responsible individuals held accountable for paint and material costs on redos?**

○ ○ ◉ ○ ○ **Is labor properly "flagged" to the appropriate employees?**

○ ○ ◉ ○ ○ **Does the RO match the accounting sales journal?**

○ ○ ◉ ○ ○ **Are discrepancies between RO and final bill followed up upon and resolved?**

Sub: 60.0 %

1 2 3 4 5 Customer Satisfaction Index

○ ○ ○ ○ ◉ **Does Management insure that negative comments on CSS are acknowledged and rectified?**

○ ○ ◉ ○ ○ **Does the shop keep CSI records?**

○ ○ ◉ ○ ○ **Does the shop maintain a display of positive Customer Satisfaction Surveys?**

○ ○ ◉ ○ ○ **Does the shop maintain records of turn-backs?**

○ ○ ◉ ○ ○ **Does the shop trace turn-backs to responsible individuals and hold them accountable?**

Sub: 68.0 %

Total: 65.5 %

Conclusions:

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FIG.16BG2

Primer

1	2	3	4	5	Preparation
◉	○	○	○	○	**Does the technician ensure the repair area is free of water-soluble contamination?**
○	◉	○	○	○	**Does the technician use the proper cleaning solvent?**
○	◉	○	○	○	**Does the technician solvent wash the area before sanding/scuffing?**
○	◉	○	○	○	**Does the technician mask sensitive areas before sanding/scuffing?**
○	◉	○	○	○	**Does the technician carry the featheredge out until each coating is exposed at least ¼ inch?**
○	◉	○	○	○	**Does the technician finish the featheredge in at least 240-grit for primer-surfacer?**
○	◉	○	○	○	**Does the technician scuff the topcoat around the featheredge for primer-surfacer application?**
○	◉	○	○	○	**Does the technician mask the repair area for primer-surfacer application?**
○	◉	○	○	○	**Does the technician mask to avoid tape lines in the primer?**
○	◉	○	○	○	**Does the technician solvent wash the repair area before applying primer?**
○	○	○	◉	○	**Does the technician use pretreatment or etching primer?**
○	○	○	◉	○	**Does the technician mix all materials according to manufacturers' recommendations?**
○	○	○	◉	○	**Does the technician use the gun set-ups recommended for the product (air cap, needle)?**
○	○	○	◉	○	**Is the gun properly maintained?**

Sub: 50.0 %

FIG.16GH1

1	2	3	4	5	Primer Application
○	○	◉	○	○	**Does the technician allow proper flash times?**
○	○	◉	○	○	**Does the technician use proper primer build techniques?**
○	○	◉	○	○	**More build in the center, less build at the edge?**
○	○	◉	○	○	**50% overlap during application?**
○	○	◉	○	○	**Proper build (medium-wet) per coat?**

Sub: 60.0 %

1	2	3	4	5	Sanding Primer
○	○	○	◉	○	**Does the technician allow the recommended primer cure time before sanding?**
○	○	○	◉	○	**Does the technician use the appropriate block to sand primer?**
◉	○	○	○	○	**Does the technician use guide coat to verify proper sanding of primer?**

Sub: 60.0 %
Total: 53.6 %
Conclusions:

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FIG. 16BH2

Production Management

science and technology

1	2	3	4	5	Scheduling
○	◉	○	○	○	**Vehicles are scheduled based on prioritization system (DRPs, $, Parts Availability, etc.)**
○	◉	○	○	○	**Are DRP jobs given higher priority than regular walk-in jobs?**
○	◉	○	○	○	**Are parts ordered in a timely fashion after a job is sold?**
○	◉	○	○	○	**Does the estimator ensure that all necessary parts are ordered for the job?**
○	◉	○	○	○	**Does the estimator check that all parts are received for completion of the job?**
○	◉	○	○	○	**Does the estimator ensure that parts used (ordered) for the job are the correct quality?**
○	◉	○	○	○	**Once a vehicle is scheduled, is the customer contacted with a promise date?**
○	◉	○	○	○	**Are scheduled delivery dates accurate?**

Sub: 40.0 %

1	2	3	4	5	Shop Communication
○	◉	○	○	○	**Does each workday begin with a production meeting?**
○	◉	○	○	○	**Does the production meeting establish repair priorities for individual Bodymen?**
○	◉	○	○	○	**Does the production meeting establish repair priorities for painters?**
○	◉	○	○	○	**Does the production meeting communicate vehicle expected delivery dates?**
○	◉	○	○	○	**Does the production meeting plan for the delivery of expectant vehicles?**

FIG. 16BJ1

○	◉	○	○	○	Does the production meeting review work in progress status?
○	◉	○	○	○	Does the production meeting review critical parts issues?
○	◉	○	○	○	Does the estimator and receptionist take part in the meeting to stay informed of statuses?
○	◉	○	○	○	Is someone responsible for cross-departmental communication?
○	◉	○	○	○	Is cross-departmental communication effective?
○	◉	○	○	○	Is the plan communicated during the production meeting posted for all to reference?
○	◉	○	○	○	Does the shop respond to changes in the plan effectively?
○	◉	○	○	○	Is Parts Delivery Status communicated to the Body Department?
○	◉	○	○	○	Is a status board used to effectively communicate delivery dates, priorities locations of work in progress?
○	◉	○	○	○	Does the shop have a key control policy?
○	◉	○	○	○	Is a copy of the RO maintained within the vehicle as it is repaired?

Sub: 40.0 %

1	2	3	4	5	Quality Control
○	◉	○	○	○	Is there a QC checklist that is "attached" to a vehicle throughout the repair process?
○	◉	○	○	○	Are vehicles QC'd after the body department finishes repairs before it goes to paint?
○	◉	○	○	○	Are vehicles QC'd after paint prep is finished before it goes into the booth?
○	◉	○	○	○	Are vehicles QC'd after it comes out of the booth?
○	◉	○	○	○	Are vehicles QC'd after buildup, before detailing?

FIG.16BJ2

○ ◉ ○ ○ ○ Are vehicles QC'd after detailing, before delivery?

○ ◉ ○ ○ ○ If the vehicle is not delivered the same day as the final detail, is it QC'd before delivery?

○ ◉ ○ ○ ○ Does the estimator (or person conducting delivery) assist in the QC?

○ ◉ ○ ○ ○ Is subcontracted work QC'd before accepting vehicle from subcontractor?

○ ◉ ○ ○ ○ Are cut-ins QC'd in the paint department before moving to the body department?

Sub: 40.0 %

1 2 3 4 5 Supplement Generation

○ ◉ ○ ○ ○ Is there a procedure in place for Bodymen to communicate supplements to estimators?

○ ◉ ○ ○ ○ Does the estimator contact the insurer for approval of the supplement?

○ ◉ ○ ○ ○ Does the estimator arrange for the insurer inspection if necessary?

○ ◉ ○ ○ ○ Does the estimator insure vehicle availability so that the appraiser's time is not wasted?

○ ◉ ○ ○ ○ Does the estimator confirm payment of supplements?

○ ◉ ○ ○ ○ Does the estimator call the customer for approval of supplement work if necessary?

○ ◉ ○ ○ ○ Does the estimator communicate supplement parts requests to the Parts Manager?

○ ◉ ○ ○ ○ Is the RO folder updated with supplement information?

Sub: 40.0 %

Total: 40.0 %

FIG. 16BJ3

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FIG.16BJ4

Reception

1	2	3	4	5	Layout
◉	○	○	○	○	**Is the entrance to reception area well marked and easily accessible from business entryway?**
○	◉	○	○	○	**Does the reception area display an orderly appearance?**
◉	○	○	○	○	**Does the reception area have a comfortable, clean seating area?**
○	○	○	○	◉	**Does the reception Area have business credibility builders displayed?**
○	○	○	○	◉	**Is there light, tasteful music playing?**
○	○	◉	○	○	**Are there magazines available for customers to read while they are waiting?**
◉	○	○	○	○	**Is there a TV in the reception area?**

Sub: 51.4 %

1	2	3	4	5	Personnel
○	○	◉	○	○	**Do personnel in the Reception Area present a professional appearance?**
○	○	○	◉	○	**Is there a dedicated receptionist?**
○	○	○	○	◉	**Is the receptionist trained to answer phone?**
○	○	○	○	◉	**Is the receptionist trained to converse about repair process?**
○	○	○	○	◉	**Is the receptionist trained in insurance procedures?**
○	○	○	○	◉	**Can the receptionist answer questions about current work status?**

FIG. 16BK1

○ ○ ◉ ○ ○	Does receptionist have access to vehicle status information?
○ ○ ◉ ○ ○	Does the receptionist answer the phone correctly?
○ ◉ ○ ○ ○	Does the receptionist answer the phone within 3 rings?
◉ ○ ○ ○ ○	Does the receptionist acknowledge walk-in customers within one minute?
◉ ○ ○ ○ ○	Does the receptionist greet the customer as per training?
◉ ○ ○ ○ ○	Does the receptionist find out the purpose of the customer's visit?
○ ○ ◉ ○ ○	Does the receptionist offer the customer a refreshment?
○ ○ ◉ ○ ○	Does the receptionist make the customer feel important?

Sub: 62.9 %

1 2 3 4 5 Screening

○ ○ ◉ ○ ○	Is there an initial questionnaire for the customer's pertinent information?
◉ ○ ○ ○ ○	Does the customer fill out the form?
○ ○ ◉ ○ ○	Does the receptionist fill out the form?
◉ ○ ○ ○ ○	Does the questionnaire include insurance information?
○ ○ ◉ ○ ○	Does the questionnaire specify if the customer a DRP?
○ ◉ ○ ○ ○	Does the receptionist ask for the insurance company's appraisal?

Sub: 43.3 %

FIG.16BK2

1	2	3	4	5	Customer Handoff
○	◉	○	○	○	**Does the receptionist inform an estimator that a customer is waiting?**
○	◉	○	○	○	**Is the customer introduced to the estimator?**
◉	○	○	○	○	**Does the estimator greet the customer professionally?**
○	○	○	○	◉	**Does the estimator take charge of the process from this point?**

Sub: 50.0 %

1	2	3	4	5	DRP Customer Relations
○	○	○	◉	○	**Are estimators proactive about contacting customers provided under DRPs?**
○	○	○	◉	○	**Does the estimator know the most current results of any DRP audit?**
○	○	○	◉	○	**Is the percentage of customer's contacted to customers provided by DRPs over 70%?**
○	◉	○	○	○	**Do the estimators schedule DRP contacts within 7-9 days after receipt?**
○	◉	○	○	○	**Is one estimator responsible for all of the customers under a single DRP?**
○	○	◉	○	○	**Are estimators careful to only write what they see for all estimates?**
○	○	○	○	◉	**Does the estimator check agreed upon labor rates and parts discounts for that DRP?**
◉	○	○	○	○	**Do estimators tear-down DRP vehicles as necessary before estimating to minimize supplemnets?**
○	○	○	○	◉	**Does the estimator transmit DRP estimates to the insurer in a timely manner?**

Sub: 66.7 %

Total: 57.5 %

FIG. 16BK3

Conclusions:

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FIG.16BK4

DUPONT

Refinish

science and technology

1	2	3	4	5	Preparation
○	◉	○	○	○	**Does the technician solvent wash before sanding/scuffing?**
○	◉	○	○	○	**Does the technician sand/scuff blend areas with 1200-1500 grit?**
○	◉	○	○	○	**Does the technician inspect blend area for gloss and cut-through?**
○	◉	○	○	○	**Does the technician ensure that the vehicle is masked to avoid tape edges?**
○	◉	○	○	○	**Does the technician ensure that the vehicle is masked to avoid overspray?**
◉	○	○	○	○	**Does the technician ensure that the vehicle is masked to avoid exposed (untaped) folds in the paper?**
○	○	○	◉	○	**Does the technician perform final blow of vehicle outside the booth?**
○	○	○	○	◉	**Does the technician change vehicles immediately upon conclusion of cure/cool-down cycle?**
○	○	○	○	◉	**Does the technician begin final preparation and repair procedures on new vehicle immediately?**
○	○	○	○	◉	**Does the technician perform final wash and tack inside the booth?**
◉	○	○	○	○	**Does the technician mix all materials according to manufacturers' recommendations?**
○	○	○	○	◉	**Does the technician use the gun set-ups recommended for the product (air cap, needle)?**
○	○	○	○	◉	**Is the gun properly maintained?**
◉	○	○	○	○	**Does the technician use value-shaded sealer?**

Sub: 60.0 %

FIG. 16BL1

1	2	3	4	5	Application
○	○	○	◉	○	**Does the technician allow proper flash times?**
○	○	○	◉	○	**Does the technician tack paper (vehicle if necessary) between coats (sealer and base)?**
○	○	○	◉	○	**Does the technician mix the appropriate amount of materials for the repair?**
○	○	◉	○	○	**Does the technician use the proper adhesion promotion for mid-coats and blends?**
○	○	◉	○	○	**Does the technician using materials appropriate for temperature and humidity?**
○	◉	○	○	○	**Does the technician use appropriate spray techniques:**
○	◉	○	○	○	**50% overlap?**
○	◉	○	○	○	**Following wet edge?**
○	◉	○	○	○	**Apply medium-wet coats?**
○	◉	○	○	○	**Avoiding overloading lips of seams?**
○	◉	○	○	○	**Does the technician use blending solution for blending basecoat?**
◉	○	○	○	○	**Does the technician use the correct clearcoat for the type of repair?**
○	○	○	○	◉	**Does the technician properly dispose of waste material?**

Sub: 55.4 %

FIG.16BL2

1	2	3	4	5	General
◉	○	○	○	○	**Is the paint stored in a stable area?**
○	○	○	◉	○	**Does the technician check surface, ambient and fluid temperature periodically?**
○	○	○	◉	○	**Does the technician inspect the refinish for fix in the booth defects before unmasking?**
○	○	○	◉	○	**Does the technician remove masking and tape properly?**
◉	○	○	○	○	**Does the technician who painted the vehicle cut out trash, runs and sags?**

Sub: 56.0 %
Total: 57.5 %
Conclusions:

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FIG.16BL3

Body Repair

1	2	3	4	5	
					Tear Down
○	◉	○	○	○	**Disconnects all wiring harnesses for panel prior to removing panel?**
○	◉	○	○	○	**Removes bolts in alternating pattern to avoid stress damage to bolts/threads?**
○	◉	○	○	○	**Stores reassembly parts in an organized, identifiable manner?**
○	○	○	◉	○	**Does the technician inspect for supplement against the repair order?**
○	○	○	○	◉	**Are removed panels disassembled for reassembly components?**
○	○	○	○	◉	**Are damaged components (or components that cannot be removed) ordered immediately?**
○	○	○	◉	○	**Are disassembled panels inspected for any remaining reassembly components?**

Sub: 68.6 %

1	2	3	4	5	
					Panel Installation
○	○	○	◉	○	**Are bolts tightened in an alternating pattern to distribute stress correctly?**
○	○	○	◉	○	**Does technician verify seams and gaps around the panel prior to final bolt tightening?**
○	○	○	◉	○	**Does the technician use weld through primer on welded on parts?**
○	○	○	○	◉	**Does the technician mask glass, trim and interior before welding?**
○	○	○	○	◉	**Does the technician match the number and distribution of factory spot welds?**

FIG. 16BM1

○	◉	○	○	○	Does the technician verify measurements with a frame ruler before welding?
◉	○	○	○	○	Does the technician finish weld-grinding and hammering marks with body filler?

Sub: 71.4 %

1	2	3	4	5	Body Filler
◉	○	○	○	○	Does the technician remove decals, trim and glue residue before grinding?
○	○	◉	○	○	Does the technician solvent wash the area before grinding?
○	○	◉	○	○	Does the technician verify the integrity of welds on body-filler panels?
◉	○	○	○	○	Does the technician straighten the metal before applying body filler?
○	○	○	○	◉	Does the technician inspect the repair area for high spots in the sheet metal before filling?
◉	○	○	○	○	Does the technician mix the body filler in the correct ratio?
○	○	○	○	◉	Does the technician squeeze or "tint" air bubbles out of the filler repair area?
○	◉	○	○	○	Does the technician finish the shape and contour of the filler to the panel in 80-grit?
○	◉	○	○	○	Does the technician finish the filler repair area so that no filler overlaps the existing finish?
◉	○	○	○	○	Does the technician finish the filler repair area in 180-grit to a proper featheredge?
○	○	○	◉	○	Does the technician inspect for and correct pinholes in the filler?

Sub: 50.9 %

FIG. 16BM2

1 2 3 4 5 Cut In Parts

( ) ( ) (•) ( ) ( ) **Does the technician communicate requirements for cut in parts to the paint department?**

(•) ( ) ( ) ( ) ( ) **Does the technician receive status information on cut in parts from the paint department?**

Sub: 40.0 %
Total: 60.0 %
Conclusions:

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FIG.16BM3

Safety

1	2	3	4	5	
					Fire Inspection
○	○	◉	○	○	**Are evacuation diagrams posted throughout the shop?**
○	○	◉	○	○	**Is fire evacuation training documented?**
○	○	○	◉	○	**Are power cords properly grounded?**
○	○	○	○	◉	**Are there any power cords with exposed wiring?**
○	○	○	○	◉	**Are portable fire extinguishers provided in adequate number and type?**
○	○	○	◉	○	**Are fire extinguishers inspected in the proper time frame and noted on the tag?**
○	○	○	◉	○	**Are fire extinguishers mounted in readily accessible locations?**
○	○	○	◉	○	**Are fire doors unobstructed and protected against obstruction?**
○	○	○	○	◉	**Are fire doors in good operating condition?**
○	○	○	○	◉	**Is fire alarm tested annually?**
◉	○	○	○	○	**Is the fire department acquainted with shop location and hazards?**

Sub: 78.2 %

1	2	3	4	5	
					Compressed Air Systems
○	○	○	○	◉	**Are compressors equipped with relief valves and gauges?**
○	○	○	○	◉	**Are air filters installed in compressor intake?**

FIG. 16BN1

◉	○	○	○	○	Are safety devices on compressor checked regularly?

Sub: 73.3 %

1	2	3	4	5	Exit Doors
○	○	○	○	◉	Do exit doors open in the direction of travel?
○	○	○	○	◉	Are windows that could be mistaken as exit doors made inaccessible?
○	◉	○	○	○	Are all exit doors marked with appropriate EXIT signs?
◉	○	○	○	○	Are exit doors unlocked during hours of operation?

Sub: 65.0 %

1	2	3	4	5	Spraying Operations
◉	○	○	○	○	Is adequate ventilation assured before outside spraying operations?
○	◉	○	○	○	Is mechanical ventilation provided when spraying within an enclosed environment?
○	○	◉	○	○	Is the spraying conducted at least 20 feet from flames, sparks or ignition sources?
○	○	○	◉	○	Is approved respiratory equipment provided used during all spraying operations?
○	○	○	○	◉	Are No Smoking signs posted in the paint rooms, paint storage, and spray areas?

Sub: 60.0 %

1	2	3	4	5	OSHA HotPoints
○	○	○	◉	○	Is a Written Respiratory Protection Program on location and available?
○	○	○	◉	○	Are employees fully trained on Right to Know?
○	○	◉	○	○	Is a Written hazard communication Program on location and available?
○	○	◉	○	○	Are employees fit-tested annually in the proper use of their respirator?

FIG. 16BN2

◉	○	○	○	○	Are MSDS for all hazardous materials in the shop present?
○	◉	○	○	○	Is a fire evacuation plan posted in the shop?
◉	○	○	○	○	Is a Load Limit sign placed in overhead storage spaces?
○	○	○	○	◉	Is an Accident Log (Form 200) maintained?
○	○	○	○	◉	Are hazardous containers labeled properly?
◉	○	○	○	○	Is an inventory of hazardous materials maintained?

Sub: 58.0 %

1	2	3	4	5	Employer Posting
○	○	○	○	◉	Is the required OSHA workplace poster(s) displayed in a prominent position?
○	○	○	○	◉	Are emergency telephone numbers posted where they can be easily found?
○	◉	○	○	○	Are MSDS made readily available?
◉	○	○	○	○	Is the summary of occupational illness and injuries posted annually in February?

Sub: 65.0 %

1	2	3	4	5	Safety and Health Program
○	◉	○	○	○	Does the shop have an active safety and health program in operation?
○	○	◉	○	○	Is one person clearly responsible for the overall program?
○	○	○	◉	○	Does the shop have a monthly safety meeting with written summaries?
○	○	○	○	◉	Does the shop have a procedure for employee safety complaints?

Sub: 70.0 %

FIG. 16BN3

1	2	3	4	5	Personal Protective Equipment and Clothing
○	◉	○	○	○	**Are protective goggles or face shields provided and worn?**
○	○	◉	○	○	**Are safety glasses required worn at all times in work areas?**
○	○	◉	○	○	**Are protective gloves, aprons and shields provided to employees?**
○	○	◉	○	○	**Is appropriate foot protection required in work areas?**
○	○	○	○	◉	**Are approved respirators provided for use where needed?**

Sub: 64.0 %
Total: 67.0 %
Conclusions:

Submit | Scores | Graphs | Conclusions

FIG. 16BN4

Vehicle Delivery

1	2	3	4	5	
◉	○	○	○	○	Are customers called as a reminder that their vehicle is ready for delivery?
○	○	○	○	◉	Is every effort made to complete vehicle delivery before 5PM?
○	○	○	○	◉	Are all Quality Control inspections passed before vehicle delivered?
○	○	○	○	◉	Is the original estimate and supplements used to explain repairs made to the customer?
○	○	○	○	◉	Are all the charges on the final RO explained to the customer?
○	○	○	○	◉	Does the customer sign a detailed invoice before receiving their vehicle?
○	○	○	◉	○	Is payment taken in full before vehicle is delivered?
○	○	◉	○	○	Is there a standard procedure for inspecting the rental or courtesy car upon return?
○	○	○	○	◉	Is the procedure carried out?
○	○	○	○	◉	Is the customer allowed to inspect their vehicle in a well-lit, comfortable environment?
○	◉	○	○	○	Are customer objections dealt with immediately to "complete customer satisfaction"?
◉	○	○	○	○	Is the customer given a customer satisfaction survey to fill out?
◉	○	○	○	○	Does the shop have a come-back policy prioritizing come-backs?

Total: 72.3 %

FIG. 16BP1

Conclusions:

Submit | Scores | Graphs | Conclusions

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FIG.16BP2

DUPONT

Graph

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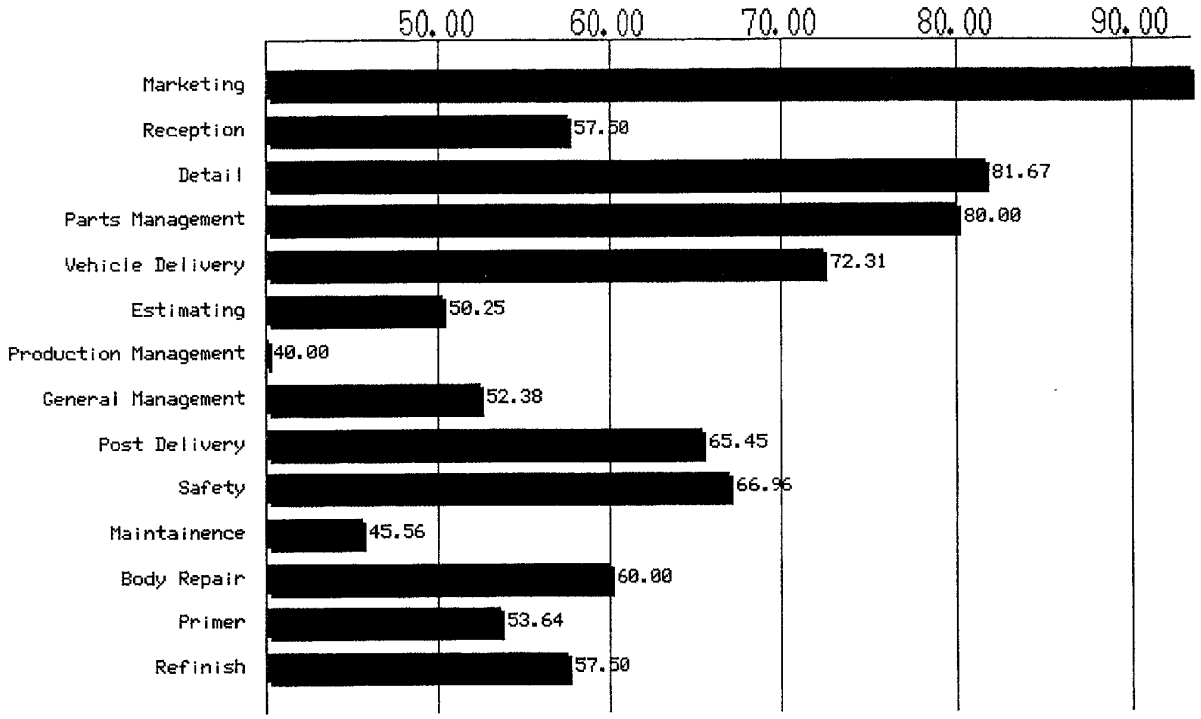

Scores | Conclusions

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FIG. 16C

Conclusions

Marketing

Conclusions:

Reception

Conclusions:

Estimating

Conclusions:

Production Management

Conclusions:

Parts Management

Conclusions:

FIG. 16DA

General Management

Conclusions:

Vehicle Delivery

Conclusions:

Post Delivery

Conclusions:

Safety

Conclusions:

Maintenance

Conclusions:

FIG. 16DB

Body Repair

Conclusions:

Primer

Conclusions:

Refinish

Conclusions:

Detail

Conclusions:

Scores | Graphs

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FIG. 16DC

Customer Menu

Capacity Planner | Sales Potential | DRP Analyzer | Run Charts | Layout Design and Planner | Benchmarking

Business Valuation | Process Audit | Paint Department Optimizer | Sales and Production Tracker | Team Pay Calculator | Work In Process

Edit Personal Info

Purpose | Background | Data Needed for Input | How to Use | Understanding the Output | Dupont Services

Go To Work In Process Application

FIG. 17A

DUPONT

Work In Process Report

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RO #	Customer Name	Vehicle Type	Date in	Promised Date out	Projected Date Out	Last Called Customer	Current Location	$ Volume	Insurance Co	Current Technician	Parts $	Body Hr	Paint Hr	Fra Hr
123	Tom	Ford	5/10/01	5/15/01	5/17/01	5/15/01	Body	$1500	All State	bob	$700	6	12	
1	blake	toyota	1/1/00	1/1/00	2/1/00	1/1/00	Body	$800	State Farm	jims	$800	40	40	
400	Jim G	Toyota Avalon	9/19/00	9/22/00	9/22/00	9/20/00	Body	$1500	All State	Joe	$500	10	10	
3	blake	celica	1/1/00	1/1/00	1/1/00	1/1/00	Customer	$750	State Farm	bob	$750	40	40	
5	blake	celica	1/1/00	1/1/00	1/1/00	1/1/00	Customer	$400	All State	kim	$300	40	40	
6	blake	tercel	1/1/00	1/1/00	1/1/00	1/1/00	Customer	$300	State Farm	kim	$200	40	40	
7	mike	tercel	3/3/00	3/10/00	3/15/00	3/5/00	Frame	$500	Farmers	joe	$700	35	35	

Add ROs | Edit ROs | View Completed RO Report

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FIG. 17B

Work In Process Info Add

RO #	
Customer Name	
Vehicle Type	
Date in	
Promised Date out	
$ Volume	
Insurance Co	
Parts $	
Body Hr	
Paint Hr	
Frame Hr	
Mech Hr	
Notes	

Submit | Edit ROs | View RO Reports | View Completed RO Report

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FIG. 17C

DUPONT

Work In Process Info Edit

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Complete?	RO #	Customer Name	Vehicle Type	Date in	Promised Date out	Projected Date Out	Last Called Customer	Current Location	$ Volume	Insurance Co	Current Technician	Parts $
☐	1	blake	toyota	1/1/00	1/1/00	2/1/00	1/1/00	Body	$800	State Farm	jims	$800
☐	3	blake	celica	1/1/00	1/1/00	1/1/00	1/1/00	Customer	$750	State Farm	bob	$750
☐	5	blake	celica	1/1/00	1/1/00	1/1/00	1/1/00	Customer	$400	All State	kim	$300
☐	6	blake	tercel	1/1/00	1/1/00	1/1/00	1/1/00	Customer	$300	State Farm	kim	$200
☐	400	Jim G	Toyota Avalon	9/19/00	9/22/00	9/22/00	9/20/00	Body	$1,500	All State	Joe	$500
☐	7	mike	tercel	3/3/00	3/10/00	3/15/00	3/5/00	Frame	$500	Farmers	joe	$700
☐	123	Tom	Ford	5/10/01	5/15/01	5/17/01	5/15/01	Body	$1,500	All State	bob	$700

Submit | Add ROs | View RO Report | View Completed RO Report

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FIG. 17D

DUPONT

Completed RO Report

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There are no completed ROs for this month and year. Please choose a different date.

Projected Date Out (Month/Year) June 2001

Change Month/Year

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FIG. 17E

Status Report

Ro #

Item ID #

Check Status

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FIG. 17F

Status Report

Ro # 1

Item ID # 1

Check Status

RO #	**1**
Customer Name	**blake**
Vehicle Type	**toyota**
Date in	**1/1/2000**
Promised Date out	**1/1/2000**
$ Volume	**800**
Insurance Co	**State Farm**
Parts $	**800**
Body Hr	**40**
Paint Hr	**40**
Frame Hr	**40**
Mech Hr	**40**
Notes	

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FIG. 17G